

Visual Artisan Floors

LUXURY VINYL FLOOR

LIMITED RESIDENTIAL AND LIGHT COMMERCIAL WARRANTY

Manufacturer warrants to the original purchaser of its vinyl Flooring in North America the following warranties:

This warranty is non-transferable and applies only to the original purchaser with proof of purchase (receipt showing purchase date).

Our SPC products are warranted free from manufacturing defects and not to wear through under normal indoor residential use for 50 years, and 12 years for normal indoor light commercial use from the date of purchase.

Exclusions

Defects or damages caused by any inappropriate conditions, environmental factors, care, maintenance, poor installation, are not covered under warranty. Inappropriate conditions include, but are not limited to:

1. Damage caused by improper storage, handling, or installation.
2. Flooring installed outdoors or inappropriate locations.
3. Damage resulting from moisture problems. Moisture emissions from concrete can result in high pH and alkaline conditions that can distort the product. Our SPC flooring is waterproof and reliably secures the flooring panels on all four sides. However, moisture in the subfloor could cause mold, mildew, and other moisture related issues such as moisture emissions under the flooring, which may contribute to an unhealthy indoor environment. It is up to the flooring contractor to determine if a subfloor is not cured. Should the subfloor not be cured, a moisture barrier/mitigator like 6 mil poly sheeting plastic should be used for a successful installation and to prevent the material from being damaged by moisture from the subfloor.
4. Damage caused by exposure to extreme heat or sunlight.
5. Damage caused by fire, flood, storm, smoke, intentional abuse, etc.
6. Damage caused by vacuum cleaner, pets, or furniture without appropriate protection.

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7. Before installation, please inspect the planks carefully. Do not install if defects are found. Claims will only be accepted before installation.

8. Minor color variation is normal. Color differences between sample and actual product are not considered a manufacturing defect.

9. THIS WRITING IS THE COMPLETE AND EXCLUSIVE STATEMENT OF THE WARRANTY AND IS IN LIEU OF ALL OTHER EXPRESS OR IMPLIED WARRANTIES.

10. WARRANTIES CANNOT BE ALTERED BY ANY SALES REPRESENTATIVE OR DISTRIBUTOR. SALES REPRESENTATIVES AND DISTRIBUTORS HAVE NO AUTHORITY WHATSOEVER TO ESTABLISH, EXPAND, OR OTHERWISE MODIFY WARRANTIES.

Questions about your VAF Flooring purchase?

Please contact us at service@vafhardwood.com