

SPC Flooring comes with a:

20-year manufacturer Integrity Warranty for the residential area and 5-year manufacturer Integrity Warranty for the commercial area, which begin from the date of purchase, apply to products used in indoor floor covering applications. Lifetime warranties apply for as long as the original purchaser owns and resides in the home where the product was installed.

What the SPC Flooring Limited Warranty covers:

Structural Integrity Warranty –VENUS warrant these products in their original manufactured conditions to be free from defect in material and workmanship including assembly dimension and grading.

What you should do if any of the above listed problems occur and you need warranty service:

A valid proof of purchase in the form of a sales receipt or other documents which establish proof of purchase

A description of the problem and/or a photograph/sample that clearly shows the warranty problem

What Venus will do should you need warranty service:

If in the unlikely event that any portion of your product should fail with respect to the provisions of these warranties, Venus will repair, refinish, or replace such portion, at no cost to you using either the same product, or suitable alternative should the original product no longer be stocked by us.

In the unlikely event Venus is unable to correct any portion of a defective product after a reasonable number of attempts, Venus will refund the purchase price for the portion of the product that is defective pursuant to the terms of the delivery and returns policy.

The warranty does not cover any extra costs stemming from a defective product, such as the removal of furniture, fixtures, electrical items or labor costs.

Each VENUS SPC Flooring Limited Warranty is subject to the following conditions:

This limited warranty is valid only NEW ZEALAND The warranty is not transferable. It extends only to the original retail consumer. This limited warranty applies only where the affected area of the Venus Flooring is visible and covers an area greater than 10% of the room. The flooring must be installed in accordance with Venus flooring recommended installation instructions using Venus Flooring Installation materials.

Natural wood characteristics such as mineral streaks, small knots, grain variations etc. are normal characteristics and are not considered as defects. No two pieces of wood are the same and color or other variations will occur. We do not guarantee against natural variations, or the normal difference between color samples or photographs and coolers of installed floors.

Indentation, scratches or damage caused by negligence, water moisture, insects, animals, and high heeled or spiked shoes, or failure to use pads under rolling chairs or other furniture and is not covered by warranty.

Any product deformity that is not measurable or that is visible only in a certain angle is not considered a defect. Defects are evaluated by their visibility from a reasonable vertical distance (standing height) from the floor.

Failure to follow manufacturers written installation instructions including protecting the floor from subfloor moisture.

Excessive or inadequate humidity in the area of use. Relative humidity in the area of use must be within a normal range of 40%-55%.

Improper or insufficient protection, care and maintenance.

Accidents abuse or misuse. Warranty will be made void if man-made or natural disasters including leaking or broken plumbing, fire, flood, earthquake, or standing water occur during or after installation.

Improper alteration of original manufactured product. Alterations or repairs to the manufacturer's original product will void any and all warranties

Changes in color due to full or partial exposure to sunlight and weather.

Failure due to structural changes in the subfloor, settling of the building or uneven subfloor that has not been adequately leveled.

This warranty does not cover removal or replacement of cabinets, appliances, furniture or other fixtures.

Gloss reduction is not considered wear.

Faces checking, cracking, are not covered by this warranty.

Please Note:

Venus Flooring Ltd not grant to any person or entity the authority to create for it any obligation or liability in connection with Venus Flooring Ltd.

Venus Flooring Ltd shall not be liable to the consumer or any other person for any incidental, special or consequential damages, arising out of breach of this limited warranty or any implied limited warranty (excluding merchantability).

This warranty gives the customer specific legal rights.