



Residential Limited Warranty

SPC Vinyl Plank Flooring 15-Year Limited Residential Warranty

Quality Flooring. Trusted Performance.

At DuraFloors Distributors, we are committed to delivering premium flooring products that combine exceptional durability, long-lasting performance, and timeless design. Our SPC Vinyl Plank Flooring is manufactured to meet high standards of quality and reliability, giving homeowners confidence in every installation.

This Residential Limited Warranty outlines the warranty protection provided with your DuraFloors SPC Vinyl Plank Flooring, as well as the conditions required to maintain warranty coverage. Please retain this document together with your proof of purchase for future reference.

Thank you for choosing DuraFloors. We appreciate your trust and remain committed to providing flooring solutions that perform beautifully for years to come.

DuraFloors Distributors
Kelowna, British Columbia, Canada
www.durafloors.ca

Warranty Coverage

Warranty Coverage

At DuraFloors Distributors, we take pride in the quality, durability, and performance of our flooring products. This 15-Year Limited Residential Warranty provides protection against manufacturing defects in materials under normal residential use, provided the product has been installed, maintained, and used in accordance with DuraFloors' published installation and care instructions. This warranty applies only to the original purchaser and is non-transferable.

Warranty at a Glance

- Warranty Term: 15 Years
- Coverage: Manufacturing Defects
- Residential Use: Covered
- Commercial Use: Not Covered
- Original Purchaser Only
- Proof of Purchase Required

Conditions of Coverage

- Install according to DuraFloors instructions.
- Residential use only.
- Maintain flooring using recommended care methods.
- Retain original proof of purchase.

Important Notice Before Installation

Inspect all flooring before installation. Installation constitutes acceptance of the product's appearance and condition. Visible defects reported after installation are not covered.

Covered by This Warranty & Warranty Exclusions

Covered by This Warranty

Manufacturing defects in materials, products properly installed in residential applications, and flooring maintained according to DuraFloors recommendations.

Warranty Exclusions

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This warranty does not cover damage, deterioration, or product failure resulting from:

- Improper installation, unsuitable or improperly prepared subfloors, or inadequate expansion spacing.
- Flooding, plumbing or appliance leaks, overflowing fixtures, or standing water beyond the product's rated water-resistance performance.
- Moisture originating beneath the flooring, from the subfloor, or from the surrounding structure.
- Neglect, misuse, abuse, improper maintenance, scratches, dents, chips, cuts, burns, gouges, punctures, or impact damage.
- Damage caused by dragging or improperly moving furniture, appliances, or other heavy objects.
- Extreme temperatures, excessive changes in humidity or moisture, fire, flooding, or natural disasters.
- Painting, coating, refinishing, unauthorized repairs, or other alterations after installation.
- Inappropriate cleaning products or cleaning methods.
- Normal wear and tear or minor variations in colour, shade, texture, pattern, embossing, or gloss that do not affect performance.
- Damage during transportation, storage, or handling after purchase.
- Commercial, industrial, institutional, or other non-residential applications.

WARRANTY CLAIMS & REMEDIES

How to Submit a Claim

1. Contact the authorized retailer where the flooring was originally purchased. If the retailer is unavailable, contact DuraFloors Customer Support.
2. Provide the original proof of purchase, product details, photographs of the affected area and surrounding flooring, and a description of the concern.
3. Allow DuraFloors or its representative to inspect and evaluate the product and installation before repair, removal, or replacement.

Do Not Remove the Flooring

Do not remove, repair, replace, or dispose of affected flooring before the claim has been reviewed unless DuraFloors provides authorization. Premature removal may prevent proper evaluation and may affect warranty eligibility.

Remedies Under This Warranty

If DuraFloors determines that a valid warranty claim exists, DuraFloors may, at its discretion:

- Repair the affected flooring where reasonably practical.
- Replace the affected product with the same product.
- Provide a comparable DuraFloors product of similar quality and value if the original product is no longer available.
- Refund the original purchase price attributable to the affected flooring.

Replacement products may vary in colour, shade, texture, pattern, embossing, or gloss because of normal manufacturing variation, product improvements, or discontinued products. Replacement does not extend or restart the original warranty period.

Labour & Limitation of Liability

Unless expressly approved in writing by DuraFloors, this warranty does not cover labour for removal or reinstallation, furniture or appliance moving, disposal, accommodation or relocation expenses, loss of use or inconvenience, or damage to personal property, furnishings, fixtures, or surrounding materials.

To the extent permitted by applicable law, DuraFloors' obligations are limited to the remedies described above. Nothing in this warranty restricts statutory rights or remedies that cannot legally be restricted under applicable Canadian law.

CUSTOMER SUPPORT

We're Here to Help

Thank you for choosing DuraFloors Distributors. If you have questions about your flooring, require product information, or need assistance with a warranty claim, please contact the retailer where your flooring was purchased or DuraFloors Customer Support.

Contact

DuraFloors Distributors
Kelowna, British Columbia, Canada
www.durafloors.ca
Info@durafloors.ca
236-258-3872

Before You Contact Us

- Original proof of purchase.
- Product name and colour, if available.
- Purchase and installation dates.
- Retailer name.
- Clear photographs of the concern and surrounding flooring.
- A brief description of the issue and when it was first observed.

Important Reminder

Retain your proof of purchase, this warranty document, installation receipt (if applicable), and product details for the duration of the warranty period.

Final Notice

This Residential Limited Warranty applies to DuraFloors Water Resistant Laminate Flooring sold through authorized DuraFloors retailers and distributors. DuraFloors may update warranty terms for future purchases. Any revision applies prospectively and does not alter the warranty applicable to products purchased under an earlier version.

Nothing in this warranty limits rights provided under applicable Canadian consumer protection legislation.



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