



Residential Limited Warranty

Water Resistant Laminate Flooring 15-Year Limited Residential Warranty

Quality Flooring. Trusted Performance.

At DuraFloors Distributors, we are committed to delivering quality flooring products that combine durability, dependable performance, and lasting design. Our Water-Resistant Laminate Flooring is designed for everyday residential living while providing enhanced protection against normal household spills and topical moisture.

This Residential Limited Warranty outlines the protection provided with your DuraFloors Water Resistant Laminate Flooring and the conditions required to maintain coverage. Please read this document carefully and retain it together with your original proof of purchase.

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
- Water Resistance: Up to 72 Hours*
- Residential Use: Covered
- Commercial / Industrial Use: Not Covered
- Original Purchaser Only
- Proof of Purchase Required

**The 72-hour rating is water resistance, not waterproofing, and is subject to the conditions and exclusions in this warranty.*

Conditions of Coverage

- Install according to current DuraFloors installation instructions.
- Use the flooring only in qualifying indoor residential applications.
- Maintain the flooring using recommended laminate-flooring care methods.
- Remove spills and standing water as soon as reasonably possible.
- Retain the original proof of purchase.

Important Notice Before Installation

Inspect all flooring before installation for visible manufacturing defects, damage, colour or shade concerns, and other noticeable irregularities. Installation constitutes acceptance of the product's visible appearance and condition. Visible defects that could reasonably have been identified before installation may not be covered after installation.

72-Hour Water Resistance

DuraFloors Water Resistant Laminate Flooring is engineered to resist topical household water exposure for up to 72 hours when properly installed and maintained. The product is water resistant, not waterproof. Spills and standing water should always be removed promptly.

COVERED BY THIS WARRANTY & WARRANTY EXCLUSIONS

Covered by this Warranty

Subject to the terms and exclusions in this document, this warranty covers manufacturing defects in DuraFloors Water Resistant Laminate Flooring that materially affect product performance under normal residential use.

- Manufacturing defects in materials.
- Manufacturing defects that become evident following proper installation.
- Flooring properly installed in qualifying indoor residential applications.
- The product's stated 72-hour water-resistance performance, subject to this warranty.

Warranty Exclusions

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.

Water Resistant, Not Waterproof

The 72-hour rating is intended to provide enhanced protection against everyday household spills and topical moisture. It does not cover flooding, moisture from below the floor, plumbing or appliance failures, or prolonged exposure beyond the product's rated performance. Clean up spills and moisture as soon as reasonably possible.

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

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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