

DuraFloors

Dura-Grande 12mm Laminate Flooring Warranty

To ensure your satisfaction and the longevity of your flooring, please read and adhere to the following warranty guidelines carefully.

Warranty Coverage

Our Water Resistant Laminate Flooring is backed by a 15-year limited warranty, demonstrating our commitment to providing you with a high-quality and long-lasting product. This warranty covers any manufacturing defects in material. This product is rated 72hour water resistant, This means after 72 hours of exposed moisture, this product may be affected and would void the warranty. This warranty is attached to the purchaser and is non-transferable.

Installation Guidelines

To maximize the benefits of this warranty and enjoy the full potential of your SPC Vinyl Plank Flooring, it is essential to follow our installation guidelines diligently.

Warranty Exclusions

This warranty does not cover damage, or defects caused by the following:

1. **Improper Installation:** Flooring that has not been installed according to our guidelines.
2. **Neglect or Abuse:** Damage resulting from neglect, misuse, excessive moisture, heavy impacts or other avoidable damages. This includes improper moving of heavy furniture & appliances
3. **Environmental Factors:** Damage due to extreme temperatures, flooding, or exposure to excessive moisture.
4. **Non-Residential Use:** This warranty is valid for residential use only. It does not cover commercial or industrial use.

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5. **Alterations:** Any alterations or modifications to the flooring after installation, such as painting or applying coatings, are not covered.

Claim Procedure

If you believe you have a warranty claim, please contact the retailer where you purchased your flooring or our customer service department. Provide proof of purchase and details of the issue. We will work diligently to assess your claim and provide a suitable resolution.

Conclusion

Our Water-Resistant Laminate Flooring is designed to enhance the beauty and functionality of your space for many years. By following our installation guidelines and adhering to the terms of this 15-year limited warranty, you can enjoy peace of mind knowing that your investment is protected.

Thank you for choosing our Water Resistant Laminate Flooring. We are committed to delivering a high-quality product and exceptional customer satisfaction.

Please note that this warranty is subject to change and may be updated or revised. For the most up-to-date warranty information, please visit our website or contact our customer service department. For discontinued products you