



Viva Luxury Vinyl Plank Warranty

Hard Set Adhesive Only

Hard -Set Adhesive is required for all installation outcomes. Please refer install guidelines.

Who and what is covered?

This warranty is valid to the original homeowner who purchased the flooring. In the case that a builder or developer purchases the flooring, the occupant of the residential home 12 months after purchase of the flooring will be entitled to cover under this warranty, effective from the date of initial purchase.

20 Year Residential Wear Warranty

Viva Luxury Vinyl flooring offers a 20 Year Limited Lifetime Residential Wear Warranty. This guarantees that the planks will not wear through to the underlying surface, warp, split or delaminate. Care and Maintenance instructions must be followed to for this warranty to remain valid. Please make sure you understand the guidelines before commencing any cleaning and maintenance schedules. This information should also be passed onto third party contractors if you are not responsible for cleaning the floor. For areas less than 10% of the surface area that could be related to high traffic wear or incidental damage will not be covered by the warranty provisions. Instructions and guidelines for keeping your floor in optimum appearance can be obtained directly from our website.

www.flooristributors.com.au

5 Year Commercial Wear Warranty

Viva Luxury Vinyl flooring offers a 5 Year Limited Lifetime Commercial Wear Warranty. This guarantees that the planks will not wear through to the underlying surface, warp, split or delaminate. Care and Maintenance instructions must be followed to for this warranty to remain valid. Please make sure you understand the guidelines before commencing any cleaning and maintenance schedules. This information should also be passed onto third party contractors if you are not responsible for cleaning the floor. For areas less than 10% of the surface area that could be related to high traffic wear or incidental damage will not be covered by the warranty provisions. Instructions and guidelines for keeping your floor in optimum appearance can be obtained directly from our website.

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Always check flooring panels in daylight before and during installation. Defective panels must not be used. No claims relating to visual defects can be accepted after installation.

What isn't covered?

- Scratches, marks associated with wear. Stains or damage associated with liquid penetration.
- Water Damage to the floor as a result of spillages/ flood or appliance failure.
- Damage caused by sharp objects, including stiletto heels, stones or castor wheels etc. Use of Floor mats, and felt floor protection under furniture must be used.
- Damage to stair and scotia profiles.
- Damage or discoloration due to heat or sunlight. Always protect you flooring with awnings, blinds and tinting.
- Gloss or Colour variation between boards.
- Labour charges are not covered for any installation that has not been professionally installed by a suitably qualified floor installer in the first instance. This includes DIY installations.
- Any damage associated with the incorrect installation of flooring or the non-adherence to installation or maintenance instructions.
- Warranty generally covers replacement of flooring material if deemed damaged under acceptable conditions of warranty. Charges related to rectification work are not automatically covered, however in some instances reasonable assistance may be offered if authorised by a Floor Distributors representative.
- Other charges such as accommodation, repainting and removal of furniture etc. are not covered by this warranty.
- Any boards that are faulty or visibly defective should not be installed and as such would also not be covered by warranty.

How to process a claim

Initial contact should be made with the retailer your floor was purchased from. Once proof of purchase has been established the retailer who purchased the floor from Floor Distributors will arrange for an inspection of the flooring installed, shortly after which determination will be made regarding the warranty claim.

Only an authorised Floor Distributors representative can authorise a warranty claim.

In the event that a claim is authorised, a remedy will be issued in writing by Floor Distributors. Remedies will be tailored to suit individual circumstances. Remedies can vary depending on the condition of the floor and warrantable area from full floor replacement to the repair of individual boards. The remedy on each claim will be at the sole discretion of Floor Distributors.

Should board replacement be necessary, new boards from the current batch will be supplied to replace or repair boards. This warranty is in addition to, and has no impact on, statutory rights of any purchaser. Claims must be lodged by contacting the retailer from where the flooring was purchased within 30 days of the problem being noticed.

Australian Consumer Law

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if goods fail to be of acceptable quality and the failure does not amount to a major failure.

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This product is suitable for indoor use only and should be installed and maintained in conjunction with the installation and maintenance guidelines (available from place of purchase). It is important to avoid excessive moisture, direct sunlight, excessive heat, humidity, or anything that would be deemed excessive in a normal living environment.

Viva Vinyl flooring should be installed as per the installation instructions (inside each carton or on www.floordistributors.com.au) and maintained in accordance with the care & maintenance guidelines.

Minor gaps in flooring panels because of seasonal movement are not deemed to be a "structural failure" and as such are not covered by the structural warranty.

For further information please contact:
sales@floordistributors.com.au