

Our Luxury Vinyl Tile Flooring Warranty

This warranty applies to:



- **LVT Glue Down Products** – for installations fully adhered to a properly prepared subfloor.
- **SPC Rigid Core Products** – for floating installations installed per SPC-specific guidelines above.

When you shop with us, you're always covered for manufacturing defects. We're confident in the quality of our products and are happy to offer a warranty across our Glue Down LVT and SPC Rigid Core Vinyl Flooring that lasts 25 years.

But to get the best out of your new floor it's important that the fitting process is carried out correctly and that you understand the full terms of our warranty. So please read the below conditions and guidelines carefully before you fit your new floor.

Warranty terms

1. Luxury Flooring is responsible for manufacturing defects.
2. Floors must be installed correctly according to the outlined instructions. The warranty covers regular use.
3. It is the sole responsibility of the flooring installer to conduct thorough checks of the site, subfloor, installation tools and materials to ensure they meet or exceed the acceptable industry standards for installing vinyl flooring.
4. Planks showing visible defects should not be used as part of the installation. It is the responsibility of the owner/fitter to deselect these boards at the time of installation. We manufacture our products by following the accepted industry standard which outlines that defective boards must not exceed 5% of the full pack.
5. Always check all boards to ensure the board dimensions are accurate before installing. Off-cut boards should not always be classed as waste, short or longer pieces can both be used around the perimeter of the floor if permitted. This product is produced with a manufacturing tolerance of + or - 0.5-1mm on the dimension of the board and in line with specified timber manufacturing guidelines, as such any items out of tolerance should be dismissed as part of the 5% manufacturing tolerance.
6. Flooring is subject to normal wear and shall not be covered by this warranty, i.e. any visual faults having arisen due to changed climate conditions, the influence of sunlight and the effects of normal ageing. If you don't maintain the floor correctly, the warranty is null and void.

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7. Excluded under this warranty are:
 - a. Scratches, heavy impacts, humidity, faults having arisen due to dampness or water damage or any other causes as a result of force majeure.
 - b. Damage due to stains, burns, cuts, gouges, scuffs, scratches, indentations, and other accidents or abuse.
 - c. Discoloration or bond release caused by hydrostatic pressure or excessive moisture, including flooding, plumbing leaks, sunlight exposure, or appliance leaks.
 - d. Installation of flooring over unsuitable substrates such as particle board, chipboard, or press wood.
 - e. Installations where the standard installation guidelines are not followed, or where substandard adhesive is used.
 - f. Dissatisfaction due to improper installation, maintenance, or surface irregularities.
 - g. Reductions in gloss level or residue build-up caused by improper maintenance or normal wear, including expected gloss reduction over time.
 8. Damage caused by improper use or negligence is not covered under this warranty. For example, stains or mechanical damage to the surface (scratches and dents) resulting from improper treatment during transport, storage and any damage caused by stiletto heels, furniture, stones, sand and pets.
 9. If you have a defect which falls under the conditions mentioned in this warranty, you should report this to your dealer in writing within 14 days after detecting the defect. In your letter, you should include a copy of the original invoice.
 10. This warranty only relates to the planks supplied, and consequently, it does not include labour costs, the costs of additional material and any other consequential loss.
 11. In case of a dispute arising from the Luxury Flooring warranty, either party may call upon an independent expert to render binding advice. If this clause is applicable, the cost is to be agreed in writing with all parties involved in advance.
 12. Where the Luxury Flooring warranty applies, Luxury Flooring or its distributors will replace the faulty product. In case the product in question is no longer available, Luxury Flooring will ensure replacement of an alternative product of the same quality.
 13. This warranty shall apply only to the original owner/purchaser of the floor.
 - a. Colour matching between individual tiles can only be guaranteed for tiles with the same production number (see production number on each pack). Always check that all packs have the same production number

before installation. We recommend that the tiles be installed in the same direction, in accordance with the mark/arrow on the reverse side of the tile.

Additional Terms for SPC Rigid Core Vinyl Flooring

I. Expansion and Movement

SPC flooring is designed as a floating system and must not be fixed to the subfloor. A minimum 5–8 mm expansion gap must be maintained around the entire perimeter and around all fixed objects such as pipes, columns, and door frames.

Expansion gap and maximum installation area is:

1. LVT Click 6mm: Max area 500 square metre, max length or width is 25m. Expansion gap 5-7mm with length/width of 0-10m and 7-10mm with length/width 10-25m.
2. LVT Click 5mm: Max area 225 square metre, max length or width is 15m. Expansion gap 5-7mm with length/width of 0-10m and 7-8mm with length/width 10-15m.

2. Subfloor and Environment

Luxury Vinyl Tiles can be installed on most substrates, which must be clean, sufficiently dry and firm, free of yield or movement, free of cracks and level within 3 mm over a 2 m span and max 1.2mm per 25cm. Subfloor heating systems must not exceed 27 °C and must be operated gradually. The room temperature must be maintained for at least 48 hours after installation.

If Underfloor Heating is installed, flooring may be exposed to max 27°C and the subfloor must be flat and stable.

Kitchen cabinets and islands should be fitted prior to installation of flooring and NOT on top of the new flooring as the boards will buckle under the weight.

3. Click System Integrity

Do not force boards into position. Damaged locking mechanisms or improperly clicked joints are not covered under warranty.

4. Product Use

This warranty applies only to interior residential and light commercial installations under normal conditions. SPC flooring is not suitable for unheated conservatories or areas with extreme temperature fluctuations.