

Waterproof Vinyl Plank Flooring (LVT)

Warranty Guide

WARRANTY REQUIREMENTS

Proper installation is the responsibility of the installer and is essential to the performance of LVT floors. Tile Merchant is not responsible for defects arising from bad installation.

If installation is performed properly by the retailer or contractor, we guarantee that, for the specified warranty period, from the date of purchase:

- The floor edges won't curl
- The click will not split
- The floor will not swell

20-YEARS LIMITED RESIDENTIAL WARRANTY

20-year limited residential warranty means that for 20 years from the date of purchase, your floor:

- Will not tear or gouge from normal household use
- Will not wear through*
- Will not contain manufacturing defects

*Wear-through is defined as loss of the floor design due to normal household use.

10-YEAR LIMITED COMMERCIAL WARRANTY

10-year limited commercial warranty means that for 10 years from the date of purchase, your floor:

- Will not tear or gouge from limited commercial use
- Will not wear through*
- Will not contain manufacturing defects

*Wear-through is defined as loss of the floor design due to limited commercial use.

What is NOT covered by this warranty?

- Damage caused by fire, flooding or intentional damage.
- Damage caused by vacuum cleaner beater bar, castor wheels and cutting from sharp objects.
- Loss of gloss/scratching.
- Construction or installation related damage
- Floors discolored by excessive moisture from sources such as water leakage
- Installation defects
- Damage caused by moving appliances across the floor without adequate protection.

Check the material carefully before installation. If you notice any defects in the material you should stop installation immediately and contact Tile Merchant.

WARRANTY OWNER

This warranty extends only to the original buyer

CARE AND MAINTENANCE

Proper care and maintenance will help ensure your floor always looks its best. Simply follow our maintenance as below.

When moving appliances or heavy furniture, it is always wise to lay a panel on your floor and “walk” the item across it. This protects your floor from scuffing and tears.

Use floor protectors on furniture to reduce indentation and scratching. As a general rule of thumb, the heavier the item, the wider the floor protector needed.

Place a walk-off mat at outside entrances to reduce the amount of dirt brought into your home.