

The manufacturer warrants that all Vesdura Vinyl products will be covered with a 25 year residential and 10 year commercial warranty from original purchase date.

- The product will maintain its dimensional stability, as indicated on the technical data sheet. All components of the engineered vinyl flooring panel will remain intact; with conditions not over 70 C (158 F) as indicated.
- Joints between pieces will remain closed, in installations up to 200 m² / 2152 sf or maximum length of 18 lineal metres / 59 lineal feet, without the use of T-joints.
- The color will not be modified by sunshine, with proper use. However, extreme exposure to sun or extremely aggressive chemical products can affect the design, and will be excluded from this warranty.
- The products will be static free.

Warranty is valid if:

The product has been installed according to the recommended installation instructions which appear on the back of the packaging. The product must be properly maintained according to the recommended maintenance instructions. This warranty is not valid if the effects are produced by: incorrect maintenance, poor installation and cuts or marks caused by sharp objects.

The warranty is subject to appropriate use or per adequate conditions of temperature or humidity, as indicated in the installation instructions. Defect for over abrasion is defined if it affects an area over 10% of the total area installed.

Warranty needs to follow the provided Installation Instructions:

Surface must be dry (<2.5% - concrete and between 40 - 60% in ambience humidity). Base floor leveled with a difference \pm 3mm per meter as maximum 0.1181" per 3.25'. Sub floor material must be concrete or any other compact resistant floor. Base floor must be in good condition; clean (no screws or glue) and free of any objects.

Distance between joints should not be less than 300 mm / 11.81" between pieces is recommended. An expansion space of 10mm / 0.40" is required around the perimeter of the room including structural elements.

Warranty needs to follow the Following Conditions of Use:

Adequate use recommended by the manufacturer according to the category selected. Dimensions and conditions of the room must be appropriate (sub floor conditions, ambience humidity, etc.) and in the case of under floor water heating system, adhere to the protocol of startup. The maintenance must be as according to the recommended installation instructions.

Claims

In the event of a warranty claim, once it is submitted to BuildDirect and when deemed a claim, the customer will receive a replacement of the material (of similar or superior quality in the event the original product is not available), delivered to the original destination*.

Any installation costs for: re-installing flooring, etc. are not included in the fabrication warranty.

*If the complaint is produced after 1 year of the installation of the product, an annual accumulative reduction is applied from the purchase value of -4% per year.