

GENERAL WARRANTY INFORMATION - VINYL FLOORING

Thank you for choosing Grandeur Flooring!
Grandeur *SPC/WPC* Vinyl Flooring products can
be installed above, on, or below grade.

Our products carry a 30-year limited
residential warranty or a 10-year limited light
commercial warranty, from the original date
of purchase, when installed and maintained
in accordance with Grandeur Flooring
recommended installation, maintenance,
guidelines, as well as usage under normal
household/office conditions in a dry
enclosed residential/commercial building.
Subjective and personal preferences are not
considered defective. It is the responsibility
of both the purchaser and the installer to
ensure products meet expectations prior to
and during installation, as they are
considered accepted once installed.
Grandeur strongly recommends that vinyl
floors be installed by professional and
experienced installers, errors or damage that
often arise because of negligence or poor
quality of installation are not covered by this
warranty.

GENERAL WARRANTY & CLAIMS INFORMATION

It is the responsibility of the homeowner to
ensure that the environment is kept clean –
free from debris and other corrosive material
or substances for but not limited to cleaning.
This warranty is intended to cover only the
value of the flooring when purchased, and



does not cover any further expenses,
damages, losses, or liabilities incurred
because of the claim.

This warranty is offered to the original
purchaser of Grandeur products and is non-
transferable.

This warranty is valid provided that the floor
is correctly installed – following NFWA
standards and proper maintenance is
performed on a regular basis.

Grandeur Flooring does not offer coverage
for damage due to misuse and abuse – see
exclusions for more details. Misuse such as
dragging heavy furniture, excess exposure to
snow removal salt, and malpractice with pets
will damage vinyl flooring and voids this
warranty.

Normal wear and tear of flooring products is
expected in casual use and is not covered by
this warranty as this warranty is solely
intended to cover defects in manufacturing.
The ideal temperature for Grandeur's flooring
products (while keeping in mind varying
environmental conditions) range from 18 C
(65 F) to 24 C (75 F). The relative humidity
level (RH) for spc vinyl flooring should be
anywhere from 35% to 55%.

EXCLUSIONS

Note: excessive gapping is frequently caused by but not limited to: joints not correctly installed or blocked by debris, extreme dryness, floors being pinned down by incorrectly installed mouldings. Vinyl products are waterproof, it is NOT a moisture barrier, if excessive moisture or standing water manages to get trapped underneath the planks for extended periods of time, there is a chance for mold and mildew to grow. Any damages as a result are not covered by this warranty.

CLAIM PROCEDURES

To make a claim, please contact the Grandeur authorized dealer from where you had purchased the product. Please note: original purchaser must provide proof of purchase with any warranty claims. This warranty is nontransferable.

Following a preliminary investigation, if the dealer has concluded that the issue lies with the manufacturer, the case will then be raised with Grandeur where a decision will be made alongside the dealer. If a claim is made regarding Grandeur products, the individual making the claim must deem it acceptable for a Grandeur Flooring representative to attend the premises in which the warranted floor is installed to determine the validity of the claim. The damages or issues presented with a claim should cover at least 10% of the total hardwood flooring subjected to this claim.

Furthermore, such issues or damages must be easily noticeable from a standing position. If an acceptable resolution is not possible

through an on-site visit, Grandeur Flooring reserves the right to have a third party inspector to investigate the issue further. Under the terms of this warranty, if a claim is found to be a manufacturing defect, the responsibility of Grandeur Flooring is limited to providing the material for replacement of the defective boards – this excludes labor, accessories, disposal, inspection, shipping, and any other related costs.

