Limited Warranty

Valencia Floors Distribution Ltd. (Seller or Valencia) provides this limited warranty to the original purchaser (Buyer) of fully paid flooring bought through an authorized dealer, for normal residential use at the original installation location. This limited warranty is non-transferable.

Coverage for twenty five years

Structural coverage. For 25 years from the original purchase date, the flooring is warranted against manufacturing defects in its engineered structure, including delamination, milling and dimensions, when properly installed, used and maintained. Movement, damage or separation caused by moisture, installation or site conditions is excluded.

Factory finish coverage. For the same 25-year period, the original factory-applied finish, where supplied, is warranted against wearing completely through to bare wood or separating from the wood under normal residential use and proper maintenance. Scratches, dents, loss of gloss, surface abrasion and wear that does not expose bare wood are not wear-through. This coverage does not apply to site-applied finishes. Where flooring is supplied unfinished, structural coverage applies, but no finish coverage is provided. Required routine maintenance and renewal treatments for the finish supplied are the Buyer's responsibility; this warranty does not promise a maintenance-free surface.

Conditions for coverage

Maintain indoor relative humidity at 35–55% and room temperature at 60–80°F (approximately 16–27°C) before, during and after installation, year-round, including periods when the property is unoccupied.

Acclimate flooring in the installation rooms for at least 7 full days after the jobsite meets the required conditions. Seven days is a minimum, not proof of readiness; extend acclimation until representative moisture readings are stable and compatible with expected in-service conditions and the Installation Guide.

Permanent HVAC must maintain the specified conditions for at least 7 days before delivery and throughout acclimation, installation and the life of the floor. The Buyer and installer must verify site suitability, test and document flooring and subfloor moisture, and comply with the Installation Guide. Elapsed time alone does not establish that a subfloor is dry.

Use only installation methods, subfloors and heating assemblies confirmed as suitable for the flooring supplied. Floating installation, radiant heat and installation over existing hard surfaces require written Valencia approval before installation. Approval does not remove the requirements of the Installation Guide and Care and Maintenance Guide.

The Buyer must follow the Care and Maintenance Guide. Failure to satisfy installation, environmental or care requirements excludes loss or damage caused or contributed to by that failure under this limited warranty. This warranty is not moisture insurance and does not warrant the building, subfloor, adhesive or heating system.

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Inspection and material allowance

Inspect every board in adequate lighting before installation. Do not install boards with visible defects, damaged joints or an unacceptable appearance. Set them aside and notify the selling dealer before proceeding. Installing a board constitutes acceptance of characteristics reasonably visible on inspection; this does not waive a claim for a hidden manufacturing defect that could not reasonably have been detected.

A combined allowance of up to 5% of supplied material for natural characteristics outside the selected grade and minor manufacturing imperfections is permitted under this limited warranty. The installer must select, cut out or set aside affected material. Claims for material exceeding that allowance must be reported before installation. The allowance does not permit installation of defective boards or exclude a later, otherwise covered latent structural or finish failure. Cutting and layout waste is additional and depends on the project.

Exclusions

This limited warranty does not cover the following conditions or damage caused by them:

- Water or moisture exposure, including flooding, standing water, leaks, pet accidents, wet or steam cleaning, moisture migration from below, condensation, or humidity outside the required range.
- Cupping, crowning, buckling, shrinkage, twisting, splitting, checking, delamination or gapping caused by environmental conditions, moisture imbalance, excessive heat or rapid changes in conditions. Normal seasonal movement is not a manufacturing defect.
- Natural differences in colour, grain, texture and gloss; acceptable grade characteristics; and changes caused by ageing, sunlight, ultraviolet light, rugs or heat. Samples and replacement boards may differ from installed flooring.
- Improper installation, inadequate expansion space, unsuitable or moving subfloors, building movement, adhesive or fastener failure, unapproved installation methods, or unapproved radiant systems.
- Normal wear that does not meet the covered wear-through definition; scratches, dents, impact damage, fire, negligence, abuse, grit, pets, heels, casters, abrasive vacuum heads, or inadequate furniture protection.
- Incompatible cleaners, unapproved maintenance treatments, abrasive products or harsh chemicals. Sanding, recoating, refinishing or replacing the original finish ends coverage for that finish; damage caused by these operations is excluded from structural coverage. Routine maintenance expressly approved for the finish supplied does not by itself end coverage.
- Outdoor use, commercial use, wet rooms, saunas, steam rooms, pool surrounds, or other locations unsuitable for climate-controlled residential wood flooring.

Under this limited warranty, labor, inspection charges incurred without Seller’s written agreement, removal, disposal, installation, reinstallation, relocation, accommodation and damage to other property are excluded, subject to the statutory rights provision below.

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Making a claim

Notify the selling authorized dealer in writing promptly after discovering a suspected defect and, wherever reasonably possible, within 30 days of discovery. If the dealer is no longer available, contact Valencia through the contact details supplied with the purchase. Provide the original purchase invoice, product and lot details, installation date and location, photographs, affected quantity and a description of when the issue appeared.

Retain carton labels, spare boards, installation and acclimation records, flooring and subfloor moisture results, adhesive and underlayment details, any written product approvals, and available temperature and humidity records. Provide information reasonably necessary to assess the claim. A lack of records may prevent verification of compliance; it does not remove rights that cannot legally be excluded.

Stop installing suspect material and take reasonable steps to limit further damage. Allow Seller or its representative reasonable access to inspect the floor and, by arrangement, obtain samples. Do not remove, repair, refinish or discard disputed material before Seller has had a reasonable opportunity to inspect, except where immediate action is reasonably necessary to prevent injury or further property damage. Document any urgent action and retain samples where practicable.

Remedy under this limited warranty

For an accepted claim, Seller’s obligation is limited to supplying replacement material for the affected defective boards. If replacement material is unavailable, Seller will issue a prorated refund for those boards. The refund equals the original net material price paid for the affected boards multiplied by the unexpired portion of the 25-year warranty period, calculated from the original purchase date. No refund under this limited warranty exceeds the amount paid for the affected material.

Replacement may be an equivalent product of similar value if the original is discontinued. Natural colour, texture, gloss and dimensional differences may occur; an exact match is not guaranteed. This limited warranty does not require replacement of unaffected rooms or the entire floor. Replacement material carries only the remainder of the original warranty term, without restarting it.

Limits and statutory rights

To the extent permitted by applicable law, the remedies above are the exclusive remedies under this limited warranty. Seller excludes incidental, indirect, special and consequential damages, and Seller’s aggregate liability under this limited warranty shall not exceed the original net purchase price of the affected flooring material. Dealers and installers cannot extend or change this limited warranty without Seller’s written authorization.

This limited warranty gives the Buyer specific contractual rights in addition to any rights and remedies required by applicable law. Nothing in this document or the related guides excludes, restricts or waives any statutory condition, warranty, right, remedy or liability that cannot lawfully be excluded, restricted or waived. Where a limitation is prohibited, it applies only to the extent permitted, and the remaining provisions continue to apply. Rights may vary by province, territory or other jurisdiction.

Read the Valencia Limited Warranty, Installation Guide and Care and Maintenance Guide together. The Limited Warranty governs coverage and remedies, the Installation Guide governs installation, and the Care and Maintenance Guide governs care. Written Valencia product-specific instructions take precedence over general installation guidance. Follow applicable codes and compatible accessory instructions. If requirements conflict, stop and obtain written Valencia clarification before proceeding.