

This warranty applies to LVT Glue Down for installations fully adhered to a properly prepared subfloor.

When you shop with us, you're always covered for manufacturing defects. We're confident in the quality of our LVT Glue Down Vinyl flooring and are happy to offer a lifetime warranty for residential customers and 15 years for commercial customers.

To get the best out of your new floor, it is important that the fitting process is carried out correctly and that you understand the full terms of our warranty.

Warranty Terms

1 Warranty Coverage

Lanca Flooring warrants that its flooring products will be free from manufacturing defects and, when installed and maintained in accordance with the manufacturer's instructions, are covered against:

- Manufacturing defects in materials and workmanship.
- Wear-through of the wear layer under normal residential use.
- Delamination or separation of the product layers.
- Structural failure of the core material.
- Failure of the joint locking system due to manufacturing defects.
- Permanent staining resulting from normal household use, subject to prompt cleaning in accordance with maintenance guidelines.
- Fading or discolouration caused by normal indoor sunlight exposure.
- Waterproof performance, provided the flooring has been installed correctly and all installation requirements have been followed.

2 Installation Requirement

Floors must be installed correctly according to the outlined instructions. The warranty covers regular residential and commercial use only.

3 Installer Responsibility

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 acceptable industry standards for installing vinyl flooring.

4 Visible Defects Prior to Installation

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 Manufacturing Tolerances

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 LVT manufacturing guidelines, as such any items out of tolerance should be dismissed as part of the 5% manufacturing tolerance.

6 Normal Wear and Maintenance

Flooring is subject to normal wear and shall not be covered by this warranty. Visual changes arising from climate conditions, sunlight exposure, or normal ageing are excluded unless specifically covered under Clause 1. Failure to maintain the floor correctly will void the warranty.

7 Warranty Exclusions – Environmental Conditions

The following are not covered under this warranty:

- Excessive moisture or hydrostatic pressure originating from the subfloor.
- Flooding, leaks, plumbing failures, or water ingress from external sources.
- Standing water remaining on the floor beyond the period specified in the product installation and maintenance guidelines.
- Damage caused by force majeure events, including but not limited to fire, storm, natural disaster, or other events beyond reasonable control.

8 Warranty Exclusions – Use, Maintenance and External Damage

This warranty does not cover damage arising from improper use, negligence, or failure to follow the manufacturer's installation, care, and maintenance instructions, including but not limited to:

- Use of improper cleaning products or maintenance methods.
- Scratches, dents, chips, gouges, or other mechanical damage.
- Heavy rolling loads or excessive point loading beyond the product's intended use.
- Damage caused by furniture without suitable protective pads or castors.
- Damage resulting from transport, storage, or handling after delivery.
- Damage caused by stiletto heels, pets, stones, sand, grit, or other abrasive materials.
- Normal wear and tear not resulting in wear-through of the wear layer.
- Cosmetic changes arising from misuse, abuse, or neglect.

9 Reporting a Warranty Claim

If you have a defect which falls under the conditions mentioned in this warranty, you should report this to your retailer in writing within 14 days after detecting the defect. In your letter, you should include a copy of the original invoice.



LVT Glue Down

Flooring Warranty

10 *Limitation of Liability*

This warranty relates only to the flooring supplied and does not include labour costs, installation costs, additional materials, or any consequential loss.

11 *Dispute Resolution*

In case of a dispute arising from the Lanca 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 *Remedy Under Warranty*

Where the Lanca Flooring warranty applies, Lanca Flooring or its distributors will replace the faulty product. If the product in question is no longer available, Lanca Flooring will ensure replacement of an alternative product of the same quality.

13 *Original Purchaser Only*

This warranty shall apply only to the original owner/ purchaser of the floor.