

General Warranty - Vienna Woods Flooring Collections

Applies to All Vienna Woods Flooring Ranges

Warranty Cover

This warranty cover applies to all Vienna Woods flooring ranges, including the Distilled, Château, Petit Château, Icons, and Foundation collections.

15 Year Residential Warranty

Vienna Woods warrants that your flooring will be free from structural defects for 15 years when installed according to the installation instructions and used under normal residential conditions. Under this warranty, the flooring will not buckle, cup, warp, twist, or separate due to glue bond failure.

Normal residential conditions refer to daily activities commonly associated with residential use. This includes proper care and maintenance according to specific instructions for Vienna Woods products. It covers foot traffic, fixed furniture, and light non-fixed furniture but excludes heavy non-fixed furniture and sharp or heavy machinery.

5 Year Commercial Warranty

Vienna Woods warrants that your flooring will be free from structural defects for 5 years when installed according to the installation instructions and used under normal commercial conditions. Under this warranty, the flooring will not buckle, cup, warp, twist, or separate due to glue bond failure.

Normal commercial conditions refer to daily activities commonly associated with commercial use. This includes proper care and maintenance according to specific instructions for Vienna Woods products. It covers foot traffic, fixed furniture, and light non-fixed furniture but excludes heavy non-fixed furniture and sharp or heavy machinery.

Conditions

- This warranty is valid only for the original purchaser.
- The warranty applies only to products that have been paid for in full.
- Coverage begins on the date of purchase.
- The warranty is not transferable or assignable.

Other Conditions and Exclusions

- The warranty is subject to the product being installed and maintained correctly, in accordance with the Installation and Care & Maintenance instructions provided by Vienna Woods.
- Wood flooring is a natural product and will vary in grain pattern and colour. Such variations are not considered defects.
- Wood flooring may experience some degree of colour change when exposed to UV light.
- Wood flooring may shrink or expand in response to extreme temperatures or humidity. Although engineered construction minimises this, it cannot be eliminated entirely.
- Vienna Woods will not be responsible for issues arising from incorrect installation or care and maintenance.

Warranty Claims

Should your floor fail to perform as stated in the applicable warranty, Vienna Woods will, at its discretion, either:

- (i) Repair the affected planks without charge to conform to the warranty, or
- (ii) Replace the affected planks without charge with planks of equal value or quality.

If your floor was installed by a professional flooring contractor, Vienna Woods will also cover the professional labour cost to install the replacement planks. However, Vienna Woods will not cover the removal or replacement of cabinets, appliances, or other fixtures.

Any claims under this warranty must be made in writing within the guaranteed period and accompanied by proof of purchase and evidence of the issue. Claims will be evaluated on a pro-rata basis, taking into account the years of satisfactory product performance.