

VILLA

WARRANTY GUIDE

Vinyl Plank Limited Warranty

Key Information

Villa vinyl plank flooring is built for lasting performance and contemporary style. To keep your floors looking their best and to ensure full warranty protection, correct installation, cleaning, and maintenance is essential. This warranty outlines what's covered and how we support your investment.

Warranty Coverage

This warranty applies to first-quality Villa vinyl flooring used in residential or light commercial spaces.

It covers:

- Manufacturing faults such as delamination or fading of pattern and colour under normal conditions.
- Surface wear that causes loss of the original design—provided installation and care follow Villa's recommended guidelines.

Warranty Duration

1) Year 1:

- Villa will supply matching replacement flooring (in colour, pattern, and quality) and cover reasonable labour costs—if the floor was professionally installed.

2) Year 2:

- Villa will provide replacement materials and reimburse 50% of labour costs for floors installed by a professional.

3) After Year 2:

- Villa will continue to supply replacement materials, but labour costs will not be reimbursed.

What's Not Covered

This warranty does not apply to:

- Installation or maintenance that doesn't follow our instructions.
- Damage caused by moisture, extreme heat, or direct sunlight/UV.
- Dents, scratches, or marks from furniture, high heels, or sharp items.
- Stains from oil, tar, or similar substances.
- Damage due to misuse, accidents, or inappropriate cleaning products.
- Normal wear and minor colour or texture variations.

How to Make a Warranty Claim

To submit a claim:

- 1) Notify your retailer within 30 days of discovering the issue.
- 2) Provide your sales receipt and a detailed description of the problem, including photographs if possible.

Maintenance Guidelines

To keep your floor in top condition and ensure warranty coverage:

- Use non-staining mats at all entrances to trap dirt and grit.
- Avoid rubber-backed mats and use protective pads under heavy furniture.
- Trim pet nails regularly and clean up spills immediately.
- Only use cleaning products approved by Villa.

Your Responsibilities

As the customer, you are responsible for:

- Ensuring the floor is installed by a certified professional.
- Following all maintenance and care instructions.
- Providing access to any affected areas for inspection or repair when needed.