



FlooringXpress – LVT Glue-Down Vinyl Flooring Warranty

Product Specification: ENNIKA LVT 2.0mm (0.3mm Wear Layer | 100% Virgin Core)

Company: FLOORINGXPRESS

Brand Name: ENNIKA LVT VINYL

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Limited Warranty Coverage

FlooringXpress offers a limited warranty for all Ennika LVT Glue-Down Vinyl products against manufacturing defects, premature wear-through, and delamination under normal residential and light commercial use.

What Is Covered

- **Manufacturing defects (e.g., curling, discoloration, delamination)**
- **Surface wear-through in normal foot traffic conditions**
- **Dimensional stability under proper installation and usage**
- **Stain and fade resistance (non-excessive exposure to direct sunlight)**

What Is NOT Covered (Exclusions)

- **Improper or unqualified installation**
- **Use of incorrect adhesives or lack of moisture barrier on concrete**
- **Installation over uneven or damp subfloors**
- **Damage from flooding, plumbing leaks, or excessive moisture**
- **Damage from dragging furniture, high heels, or heavy appliances**
- **Direct exposure to UV rays without window protection**
- **Use in outdoor or unregulated environments**
- **Pet damage, neglect, or abuse**



-Mold or mildew from prolonged subfloor moisture (above 5% moisture reading).

-Labour, Transport & Consequential Damages

Adhesive Disclaimer (Glue Use Exclusion)

FlooringXpress accepts no responsibility or liability for any flooring failures, defects, or delamination resulting from the use of incorrect, unapproved, or incompatible adhesives.

It is the installer's responsibility to use professional-grade glue recommended for LVT glue-down flooring, suitable for the subfloor condition and environment.

Glue-related issues — including lifting, bubbling, poor bond strength, or moisture reactions — are fully excluded from warranty coverage.

This includes glue brands that:

- **Are expired or incorrectly stored**
- **Are not moisture-resistant (on concrete)**
- **Are incompatible with vinyl flooring**
- **Were applied in incorrect conditions (e.g. too cold, too humid)"**

Installation Requirements (For Warranty to Apply)

- **Installer must be certified or approved**
- **Subfloor must be level (max 3mm deviation over 1m)**
- **Moisture testing required on concrete before installation**
- **Use only manufacturer-approved adhesives**
- **Room must be acclimatized for 48 hours before install (18–28°C range)**
- **Install expansion joints every 10m in length or width**



Claim Procedure

- All warranty claims must be submitted within the warranty period
- Must include proof of purchase, installation records, and clear photos of the defect

FlooringXpress reserves the right to inspect the installation site before approval

Scope of Liability & Responsibility

FlooringXpress is strictly the seller of vinyl flooring materials. We do **not provide installation, site inspection, subfloor preparation, or post-installation support.**

FlooringXpress **accepts no liability for:**

- Improper site conditions or subfloor moisture/humidity issues
- Errors made by installers (whether certified or not)
- Damage caused by incorrect handling, storage, or transportation by third parties
- Damage arising from unapproved environments (e.g. high-moisture, industrial, or sunroom areas)
- Product failure due to use outside of the documented installation and maintenance guidelines

Use of this product constitutes full acceptance of these terms.

Under **no circumstances** will FlooringXpress be responsible for **labour costs, accessory replacement, removal/reinstallation, accommodation costs, or any related loss of use, income, or profit.**

Jurisdiction & Governing Law

This warranty and all associated claims shall be governed by and interpreted in accordance with the laws of the **Republic of South Africa.**

Any dispute or legal action must be brought before a court located in **Gauteng Province.**



FlooringXpress reserves the right to appoint an independent inspector before any claim is evaluated.

Final Pre-Installation Responsibility

It is the full responsibility of the purchaser and/or installer to:

- Inspect all flooring before installation
- Check for visual defects, colour consistency, batch match, and size uniformity

Installing the product signifies acceptance. No warranty claim will be accepted for visible defects **after installation.**

Warranty is voided if:

- Flooring was not acclimatized for 48 hours in the installation environment
- Expansion joints were not applied

Warranty Terms & Limitations

This warranty is non-transferable and applies only to the original purchaser. It does not cover labour costs, consequential damages, or loss of income. Approved claims will result in product replacement or store credit – no cash refunds.

Final Disclaimer

Failure to follow proper installation, acclimatization, and care guidelines will void this warranty. This document supersedes all verbal agreements or informal representations.



CUSTOMER INFORMATION

Customer Name: _____

Address: _____

Installation Date: _____

Installer Name: _____

Proof of Purchase Attached: Yes No

Subfloor Moisture Test Results: _____ %
