

LaVIVA LAMINATE FLOORING

Warranty Guidelines

Effective August 10, 2026

25 Year Residential Water Resistant Laminate Warranty

The manufacture warrants to the original purchaser that the flooring will be free of manufacturing defects, such as the surface will not wear through*, stain or fade from artificial light for 25 years after the date of purchase of the product when used under normal residential traffic conditions.

* Wear-through is defined as total loss of pattern in a minimum of 2 square inch area. Scratches and loss of gloss are not considered as wear-through. If the product wears through, stain or fade, we will at its option replace or refund the portion of the floor in question as covered under this warranty. This warranty does not cover labor, nor any other incidental expenses incurred as a result of the covered defect. Should the original floor be discontinued, we will replace the defective material with a floor of equal value. This warranty is exclusive to the original purchaser and in lieu of all other warranties, expressed or implied, and all other remedies, guarantee or liabilities arising by law or otherwise. To claim this warranty, the original purchaser must present the original purchase receipt with this warranty card.

15 Year Light Commercial Water Resistant Laminate Warranty

The manufacture warrants to the original purchaser that the flooring will be free of manufacturing defects, such as the surface will not wear through*, stain or fade from artificial light for 15 years after the date of purchase of the product when used under normal commercial traffic conditions.

* Wear-through is defined as total loss of pattern in a minimum of 2 square inch area. Scratches and loss of gloss are not considered as wear-through. Heavier traffic areas such as entry foyers, food preparation areas such as commercial kitchens, and any areas with heavy rolling loads are not recommended and not under this warranty. If the product wears through, stain or fade, we will at its option replace or refund the portion of the floor in question as covered under this warranty. This warranty does not cover labor, nor any other incidental expenses incurred as a result of the covered defect. Should the original floor be discontinued, we will replace the defective material with a floor of equal value. This warranty is exclusive to the original purchaser and in lieu of all other warranties, expressed or implied, and all other remedies, guarantee or liabilities arising by law or otherwise. To claim this warranty, the original purchaser must present the original purchase receipt with this warranty card.

EXCLUSIONS TO THIS LIMITED WARRANTY

72 Hours Standing Water Resistant Laminate

This product will resist damage from moisture due to everyday household spills removed within 72 hours. However, when excessive moisture accumulates in buildings or on building materials, mold and/or mildew growth can occur (particularly if the moisture problem remains undiscovered and unaddressed). The warranty excludes damage resulting from mold and/or mildew growth due to prolonged exposure to moisture. This warranty also does not cover flooding.

Terms and Conditions for Water Resistant Laminate Warranty

- The laminate flooring panels must be properly installed in accordance with laminate flooring installation instructions, and must be used for indoor use only.
- This warranty does not cover negligence, improper installation/maintenance, insufficient protection, improper alterations to the original materials, insects, severe accidents, exposure to extreme heat, burns, fire and natural disasters.
- The floor must be properly maintained to consider a claim. Improper maintenance can damage your floor. Sweep the floor on a regular basis, at least once per week. If you use a vacuum cleaner, the beater bar must be turned off. The beater bar will damage your floor. No wet mopping. We recommend using laminate floor cleaner (Ex: Bona) by spraying it on the mop head not directly on the floor. Never use a wax based product on your floor.
- Floor installed in bathrooms or saunas are not covered under warranty.
- This warranty does not cover transition accessories or moldings.
- This warranty only applies to 1st quality product purchases made after the edition date of these warranty conditions for the designated time period when the product installed is in a private residence.
- Laminate flooring panels must be inspected prior to installation under sufficient lighting.
- Products with visible defects must never be installed under any circumstances. Laminate flooring panels installed with any manufacturing defect are not covered by this warranty. Any defect must be reported prior to installation and within 30 days of purchase in order to be covered. Color or gloss issues as a result of adding material at a later date from non warranty repairs are excluded from coverage.
- This warranty is not-transferable and only applies to the original end consumer.