

General

Satin Flooring Genesis Luxury Vinyl Floors are covered by a 5-Year Light Commercial, Wear, Structural and Joint Integrity Warranty. This warranty is only for light commercial environments such as offices, boutiques, hotel rooms, retail stores, etc. located away from the outdoor main entryways or streets.

This warranty applies to the original purchaser, valid from the date of purchase and cannot be transferred.

Satin Flooring reserves the right to examine the floor and remove samples, in order to determine the appropriate course to follow. Any attempt to repair, refinish or replace any defective product prior to such examination will void this warranty. Satin Flooring does not assume any liability for incidental or consequential damages, also costs or expenses of any kind, including labour and installation.

Wear Warranty

Satin Flooring Genesis Luxury Vinyl Flooring warrants that in the course of five (5) years from the date of purchase, that the finish will not wear through the top wear layer. For surface wear to be covered under this warranty, the surface wear must be readily visible and must cover a minimum of 2cm² (3/4") and cannot be a result of abusive conditions or accidents such as but not limited to damage caused by severe impact, scratching or cutting, or faulty maintenance. Please note that gloss reduction is not considered as surface wear.

Structural Warranty

Satin Flooring Genesis Luxury Vinyl Flooring will be free from defects in material and manufacturing. Installation procedures must conform to those specified by Satin Flooring. All preventative maintenance and regular maintenance procedures prescribed by Satin Flooring must be followed. You must check the moisture condition of the sub-floor prior to starting installation. Any problems caused by water from broken pipes, flooding or excessive sub-floor, concrete moisture/humidity in the area of the installation are not covered by this warranty.

Joint Integrity Warranty

When the surface temperature does not exceed 80°C or 175°F, the locking system and the joint will remain secure and the planks will not come apart. Please note that a minor gapping up to 0.2mm or 0.01 inches can occur with seasonal fluctuations and is not considered a defect.

Exclusions & Limitations

1-Mid to heavy commercial use (includes fast food restaurants). Please check with Satin Flooring for proper application.

2-Exposure to forklifts, pump trucks, pallets; improper handling, storage or installation other than as provided in installation guide, and any unauthorized repairs, refinishing, or removal of wood flooring

3-If Satin Flooring determines in its sole discretion that the flooring has developed indentations and scratches from insufficient protection of appliances and furniture, pebbles, spike-heeled shoes, or is otherwise damaged due to, neglect, water, erosion, misuse, abuse, detergents, abrasive cleaners, pets, insects, improper maintenance

4-If there is a failure to follow Satin Flooring's installation instructions, not maintaining proper humidity conditions, insufficient protection, or improper alterations;

5-If your floor has been discolored due to regular exposure to sun.

6-Extreme weather conditions and natural disasters.

7-Excessive moisture resulting from saturation with water or other liquids.

8-Improper surface preparation resulting in moisture-related problems.

9-Poor workmanship by the installer

Claim Process

Proof of purchase is required when requesting warranty service. Satin Flooring Genesis Luxury Vinyl Flooring reserves the right to examine the floor and remove samples, in order to determine the appropriate course to follow. The terms and conditions of this warranty do not affect the statutory rights of the buyer and is governed by Canadian law. Satin Flooring has the sole discretion to determine whether any product is subject to an exclusion or is defective. If you are not satisfied with your floor and feel that one of the above warranties has not been satisfied, please file a claim with the dealer where the flooring was purchased. If that dealer is unable to resolve the matter, write to the address below and request a claim form. Fill in and return the form for processing.

Attention: Claims Department
Satin Flooring
15 Fenmar Drive,
Toronto, ON
M9L 1L4