COVERAGE AT A GLANCE

Your flooring warranty

01 Who and what is covered

This limited warranty covers SPC flooring sold under the Canada Plus brand by authorized retailers or distributors. Eligibility depends on installation, use and maintenance that follow the Company’s official installation and care instructions.

Coverage is for indoor applications at the original installation address and belongs only to the original purchaser. It cannot be transferred.

02 Coverage periods

Residential installations

For flooring used in normal household conditions, the limited residential warranty lasts for the period stated at the time of purchase.

Approved light commercial installations

The limited commercial warranty runs for the period stated at purchase when the flooring is used in an approved light commercial setting. Examples include offices, boutique shops and comparable low-traffic spaces. Heavy commercial and industrial applications are outside this coverage unless expressly included.

03 Material defects included in coverage

When the flooring is used under normal conditions, covered manufacturing defects include, but are not limited to, the following:

Abnormal cracking, delamination or structural failure caused by a manufacturing defect in the SPC core.

Failure of factory bonding between the layers under normal environmental conditions.

Foot-traffic wear that passes through the decorative layer during the warranty period, where the floor has been properly maintained.

The manufacturer or its appointed representative has sole responsibility for deciding whether a manufacturing defect is present.

REMEDIES & RESPONSIBILITIES

Your flooring warranty / continued

04 How an accepted claim is resolved

If a covered manufacturing defect is verified during the warranty period, Canada Plus may choose one of these remedies:

Repair the affected area with comparable material.

Replace affected planks with the same flooring, or with an alternative of equal value and specification.

Refund the original material purchase price for the affected flooring, prorated to reflect the warranty period remaining.

Coverage is for material replacement only. Labour, removal, reinstallation and associated expenses are excluded.

05 Requirements for continued coverage

All of the following requirements must be satisfied for the warranty to remain valid:

Follow the Canada Plus installation guide when laying the floor.

Prepare a subfloor that meets the specified flatness, moisture and structural requirements.

Keep the required expansion space at perimeter walls and around every fixed object.

Maintain indoor temperatures between 18°C and 25°C and relative humidity between 40% and 55%.

Care for the floor using the recommended cleaning products and methods.

Failure to satisfy any of these requirements may void coverage.

EXCLUSIONS & INSPECTION

Your flooring warranty / continued

06 Situations outside this warranty

The following are not covered:

Damage resulting from installation errors, unsuitable subfloor preparation or failure to follow installation instructions.

Damage associated with moisture, flooding, standing water, leaking plumbing or excessive humidity.

Damage from steam mops, aggressive chemicals, abrasive cleaning products, waxes or oil-based treatments.

Scratching, denting, chipping or wear attributable to pets, furniture, high heels, dropped items or abrasive grit.

Colour, gloss or texture differences that are inherent in the manufacturing process.

Damage from extended direct sunlight, excessive heat or radiant heating operated above the recommended limits.

Damage linked to building movement, subfloor deflection or structural failure.

07 Inspect before laying the floor

The purchaser and installer must examine all flooring before it is installed. Set aside any plank with a visible defect; it must not be laid.

Installing a plank signifies acceptance of its appearance and condition. Visible-defect claims made after installation are not covered.

CLAIMS & WARRANTY LIMITS

Your flooring warranty / continued

08 Making a warranty claim

Submit any claim to the retailer or distributor that originally sold the flooring. Keep your proof of purchase, as it is required.

To assess a claim, Canada Plus may ask for photographs, video, material samples, moisture measurements or installation records.

Report a suspected defect within a reasonable time after discovering it. A delay in reporting may affect eligibility.

09 Limits on liability

Canada Plus’s liability under this warranty cannot exceed the flooring material’s original purchase price. Incidental, indirect and consequential losses are excluded, including loss of use, lost time and damage to surrounding structures.

No express or implied warranties extend beyond those stated in this document, including implied warranties of merchantability or fitness for a particular purpose.

10 Applicable jurisdiction

The law of the jurisdiction where the flooring was purchased governs the interpretation and application of this warranty.