BOUTIQUE
& CONTRACT
BY V-LINE

V LINE
wall and floor covering

Warranty Conditions
BOUTIQUE & CONTRACT FLOORING with Click System

Dear Customer:
Thank you very much for purchasing a BOUTIQUE & CONTRACT floor. We hope our product provides excellent performance and satisfaction for many years.
This document sets out the Warranty Conditions applicable to BOUTIQUE & CONTRACT SPC flooring, which cover your purchase in accordance with the terms stated herein.
We recommend that you carefully read the BOUTIQUE & CONTRACT Installation Guide, which clearly and comprehensively details all technical parameters, as well as the installation, use, and maintenance requirements for your BOUTIQUE & CONTRACT floor.
Likewise, we recommend that installation of our product is always carried out by a professional flooring installer, in order to ensure proper execution.

1. SCOPE OF THE WARRANTY

This warranty exclusively covers manufacturing defects of BOUTIQUE & CONTRACT SPC flooring related to:

- Joint stability
- Staining
- Discoloration
- Wear resistance
- Resistance to surface moisture

Provided that the product has been correctly stored, installed, used, and maintained.
Planks with visible defects must not be installed. The customer must inform the distributor of any visible defect within a maximum of 8 days from the date of purchase.
Planks may show slight variations in shade or gloss between different production batches. Such variations are not considered grounds for a claim.

2. FUNDAMENTAL CONDITION OF THE WARRANTY

This warranty is expressly conditional upon full compliance with the instructions set out in the BOUTIQUE & CONTRACT Installation Guide in force at the time of installation.
Any installation, use, or maintenance not carried out in accordance with said Guide will automatically invalidate the warranty, even if the defect appears at a later date.
The BOUTIQUE & CONTRACT Installation Guide forms an inseparable part of these Warranty Conditions.

3. UNDERLAY

BOUTIQUE & CONTRACT SPC flooring incorporates an integrated underlay, specifically designed for its technical characteristics.

- No additional underlay must be used.
- The use of unauthorized underlays may cause joint separation, floor instability, or damage to the click system.

In case of doubt, the distributor must be consulted in advance.

4. PRODUCT BEHAVIOR

BOUTIQUE & CONTRACT SPC flooring is designed to allow for the natural expansion and contraction of the material depending on environmental conditions.
During the floor's adaptation period to the room, slight noises may occur when walking on it; these will gradually disappear and are not considered a product defect.
The flooring is resistant to sunlight and artificial light under normal conditions of use.

5. PRODUCT RESISTANCE

BOUTIQUE & CONTRACT SPC flooring offers:

- Resistance to stains from common household products.
- Abrasion resistance in accordance with applicable standards.
- Resistance to surface moisture, making it suitable for installation in kitchens and bathrooms.

6. CARE, USE, CLEANING, AND MAINTENANCE OF THE FLOOR

To properly maintain the SPC BOUTIQUE & CONTRACT floor and ensure its durability, all of the following guidelines must be followed:

Floor Protection

- Avoid contact of the floor with dirt, sand, dust, oils, asphalt, or other abrasive substances.
- The use of doormats or mats at entrances is recommended to minimize the entry of abrasive particles.
- Do not drag furniture or heavy objects directly across the floor.

Furniture

- All furniture must have suitable leg protectors (felt, soft rubber, or equivalent).
- The minimum recommended diameter for furniture legs is 3 cm.
- Fixed items that could impede its natural expansion or contraction should not be placed on the floor.

Chairs and Wheeled Items

- Chairs and other mobile items must be equipped exclusively with soft casters suitable for resilient floors.
- The use of hard, metal, or unsuitable plastic casters is not permitted.
- In high-traffic areas, the use of protective mats is mandatory.
- Damage resulting from the use of unsuitable wheels is not considered a product defect.

Routine Cleaning

- Daily cleaning can be done easily with a mop.
- The pavement can be mopped daily without any problems, avoiding puddles.
- Spills should be cleaned up immediately.

Cleaning Products

- Do not use steam cleaners.
- Do not use abrasive products, waxes, polishes, or harsh detergents.
- Avoid products containing ammonia, acids, or solvents.

Treatments

- SPC BOUTIQUE & CONTRACT flooring does not require polishing, varnishing, buffing, or waxing.
- Applying non-recommended treatments may damage the surface and voids the warranty.

Environmental Conditions

- Maintain an indoor relative humidity between 30% and 50% year-round.
- Avoid sudden changes in temperature and humidity.

Improper Use

- Avoid cutting, puncturing, or drilling holes in the flooring with sharp objects.
- Improper use, negligence, or incorrect maintenance may cause damage not covered by the warranty.

7. NON-RECOMMENDED USES

Installation of BOUTIQUE & CONTRACT SPC flooring should be avoided in:

- Outdoor areas or areas in direct contact with the exterior.
- Entrances to shops or offices directly exposed to the outdoors.

8. COVERAGE PERIOD

The warranty is valid for the useful life of the product and applies only to the original end consumer; it is non-transferable.
For warranty purposes, the product is subject to annual depreciation due to use and wear:

- Residential use: 1/15 per year
- Commercial use: 1/10 per year

9. WARRANTY EXCLUSIONS

The warranty does not cover damage or defects arising from:

- Incorrect installation or installation not in accordance with the BOUTIQUE & CONTRACT Installation Guide.
- Absence or incorrect execution of expansion joints.
- Continuous installations exceeding 10 m × 10 m or installations in connected rooms.
- Inadequate, unstable, or excessively damp subfloors.
- Lack of a vapor barrier on ground floors or substrates with rising damp.
- Use of electric underfloor heating or failure to comply with the conditions for water-based underfloor heating.
- Improper use, impacts, cuts, scratches, or wear caused by abrasive materials.
- Furniture without adequate protection, fixed loads exceeding 100 kg/m², or unsuitable wheeled chairs.
- Flooding, standing water, or leaks.
- Minor aesthetic defects clearly visible and smaller than 1 cm².
- Joints that can be closed by manual pressure.

10. LIMITATION OF LIABILITY

Euro Trade Flooring S.L. is not responsible for installation labor costs or any other similar costs related to the replacement, repair, or removal of planks or tiles.
Accordingly, labor costs, as well as special, incidental, or consequential expenses arising from work carried out on the flooring, are not covered by this warranty.
Euro Trade Flooring S.L. expressly excludes from the warranty any of the aforementioned damages and their corresponding compensation, including any direct or indirect economic loss, as well as costs inherent to such losses.The liability of Euro Trade Flooring S.L. is limited, where applicable and at its sole discretion, to replacement of the defective material or reimbursement of the value of the affected product. Under no circumstances may additional compensation be claimed.

11. APPLICABLE WARRANTIES AND MODIFICATIONS

Euro Trade Flooring S.L. does not recognize any derived, implied, or additional warranties other than those expressly stated in this written warranty.

Euro Trade Flooring S.L. reserves the right to reject a warranty claim if it considers that the rules set out in this document or in the BOUTIQUE & CONTRACT Installation Guide—an inseparable part of these Warranty Conditions—have not been followed.Likewise, Euro Trade Flooring S.L. reserves the right to amend, cancel, or add annexes, as well as to modify installation rules and warranty conditions without prior notice, in line with the technical evolution of the product.

Installation and warranty rules are based on current experience with the product and may change and evolve over time, always with the aim of improving the performance and results of the flooring.