

Limited Flooring Warranty

Valley Design Lab LLC (VDL) stands behind the flooring it supplies and the finish quality of its collections. This limited warranty describes covered defects, maintenance benefits and the procedure for requesting assistance.

1. Who and what is covered

This warranty protects the original homeowner or commercial property owner at the installation address, including purchases made on their behalf. A spec builder may transfer coverage once to the first homeowner under the registration procedure. Other transfers are excluded, subject to law. Coverage starts on the original VDL invoice purchase date; registration or transfer does not restart it.

Collection / finish	Covered component	Residential	Light commercial
MODA / plant-extract oil or urethane	Platform / manufacturing	10 years	3 years
Neve / plant-extract oil or urethane	Platform / manufacturing	10 years	3 years
MODA and Neve	Finish application workmanship	1 year	1 year
Forma / factory UV lacquer	Platform, factory-finish adhesion and wear-through	25 years	3 years
Terra / factory UV lacquer	Platform, factory-finish adhesion and wear-through	25 years	3 years

2. Platform coverage

For MODA and Neve, VDL covers original manufacturing defects in the engineered platform, including defective milling, assembly and layer bonding, during the applicable period above. MODA and Neve combine engineered hardwood construction with their specified color process and protective finish. Valley Design Lab is responsible for the commitments in this warranty.

3. MODA and Neve finish workmanship

For the MODA and Neve collections, VDL covers original defects attributable to its finish application for one year, including adhesion failure caused by that application. This coverage applies to the plant-extract oil or urethane specified for the order. It does not guarantee a fixed number of years without finish wear-through, scratches, stains, sheen changes or maintenance.

A coating failure caused by moisture, substrate movement, incompatible later treatments, contamination introduced after delivery, misuse or improper care is not a VDL application defect. Ordinary traffic wear and the need for maintenance or renewal are not application defects.

4. Forma and Terra: platform and UV-lacquer finish

Forma and Terra feature factory-applied UV lacquer. For 25 years in residential use and 3 years in approved light-commercial use, VDL warrants their original platform against manufacturing defects and layer separation and their original factory finish against adhesion defects and complete wear-through under ordinary approved use, subject to this warranty. Scratches, dents, gloss loss, stains and ordinary care or renewal are not covered finish failures. Refinishing or altering the factory coating is outside coverage for that original finish. Separately specified modifications and architectural products require written project terms. Light commercial means an indoor, climate-controlled application approved in writing by VDL; other commercial uses require separate terms.

Care & responsibilities

5. One complimentary future maintenance coat

Each MODA and Neve order includes enough compatible finish material for one future maintenance coat over the originally purchased flooring area, at no material charge. The client pays all surface preparation and application labor. Contact VDL when ready to recoat so the correct finish, quantity and preparation can be established before work begins. Any delivery charges will be disclosed and agreed before shipment.

This is a one-time maintenance benefit, separate from defect coverage. It does not include sanding, restoration, repair labor, additional coats or coating of a larger area. Applying a maintenance coat does not restart or extend the warranty period. Oil renewal and urethane recoating require different procedures; the floor must be suitable for the selected treatment.

6. Inspection before installation

The purchaser and installer must verify the order, inspect the delivered flooring in normal room lighting and set aside questionable boards before cutting, gluing or fastening. Notify VDL of suspected defects before installation.

Installation of a readily observable defect can limit the remedy for that visible defect; it does not eliminate coverage for concealed manufacturing defects that could not reasonably have been detected.

7. Installation, environment and care

Follow the written installation and finish-specific care instructions for the exact product. Maintain the required indoor temperature and humidity, document moisture testing, use a compatible installation assembly and promptly remove spills. Retain the invoice, order specification, product labels, available moisture and climate records, and installation and maintenance records to assist claim evaluation.

8. Exclusions

This warranty does not cover damage caused by improper storage or installation; unsuitable or moving subfloors; incompatible adhesives or coatings; excessive humidity or dryness; overheating; leaks, flooding or standing liquids; trapped moisture; construction activity; impacts; dragging furniture; grit; pets; inappropriate cleaning; steam; tape applied to the finish; or other misuse. An exclusion applies to damage caused by the excluded condition, not automatically to an unrelated covered defect.

Natural grain, knots, sapwood, color and texture variation within the approved appearance range are not manufacturing defects. Normal seasonal movement, age- or light-related color changes, scratches, dents, dulling and ordinary wear are not covered. Noise alone does not establish a manufacturing defect. A documented manufacturing cause may still be evaluated.

9. Refinishing and repairs

No fixed number of sanding cycles is guaranteed. Sanding can remove oxidation color, texture and wood thickness. A new coating is not covered by the warranty on the original coating. Retain spare boards from the delivered lot where practical; replacement or repaired material may differ from an aged floor, and an exact color match cannot be guaranteed.

Claims & authorized remedies

10. Notify VDL and preserve the condition

Report a suspected covered defect promptly through the VDL contact details on your invoice or the contact page at valleydesignlab.com. Provide the order number, purchaser and site details, product and finish, dates, photographs, affected area and available installation and care records. Preserve relevant boards and other evidence. VDL may reasonably inspect the floor, request samples and consult the installer to determine the cause.

11. VDL's opportunity to inspect and remedy

Before arranging corrective work for which you seek payment from VDL, you must give VDL reasonable notice, access and an opportunity to inspect the condition and provide a covered remedy within a reasonable time. For an accepted claim under any collection, VDL will select a commercially reasonable remedy: repair or correction of the affected product or VDL-applied finish, comparable replacement material, or refund of the purchase price attributable to the affected product or VDL finishing work.

VDL must approve in writing the scope, method, contractor and maximum reimbursable cost of any third-party work before that work begins. A contractor estimate, client-selected repair method or paid invoice does not by itself obligate VDL to reimburse that expense. The client may not select a more expensive method or broader replacement scope and charge VDL without that written approval.

Except where applicable law requires otherwise, VDL is not responsible under this warranty for unauthorized third-party inspections, testing, sanding, refinishing, removal, replacement or other corrective expenses. Approval of one expense does not approve additional work or cost overruns. VDL will not unreasonably delay claim evaluation or an accepted remedy.

12. Preventing further damage

Take reasonable steps to protect people and prevent further damage. If an immediate condition requires emergency action before VDL can be reached, limit that action to reasonably necessary protective measures, document the condition and costs, preserve evidence where safe, and notify VDL promptly. Emergency action alone does not establish warranty coverage or reimbursement. These procedures do not restrict rights or remedies that cannot lawfully be limited.

13. Remedy limits and legal rights

Unless VDL expressly agrees otherwise in writing or applicable law requires it, the warranty remedy is limited to the affected product or VDL-applied finish. Installation/removal labor, adhesives, subfloor repair, furniture handling, lodging and incidental or consequential expenses are excluded to the extent permitted by law. The complimentary maintenance-coat benefit is material only.

This limited warranty gives you specific legal rights, and you may also have other rights that vary by state. Some states do not allow limitations on incidental or consequential damages, so those limitations may not apply. Nothing here disclaims implied warranties or limits rights required by law. Only an authorized written VDL amendment may change these terms.

Registration & First-Owner Transfer

Purchaser registration: within 60 days after installation

The purchasing builder, designer, contractor or other purchaser must register the installed floor with Valley Design Lab within 60 days after installation is completed. For a project with an identified homeowner, the purchaser registers on that homeowner's behalf and names the homeowner as the warranty holder. The purchaser must provide the owner with this warranty and the applicable care instructions.

Spec builds: register first, transfer after closing

For an unsold spec home, the builder registers as the initial warranty holder within 60 days after installation. The builder must submit the first home purchaser's details and request transfer within 60 days after closing. This single builder-to-first-homeowner transfer is permitted for the same floor at the same address. Later resale or transfer is not covered except where required by law.

Coverage and maintenance benefit do not restart

Registration and the permitted transfer convey only the remaining warranty period measured from the original VDL purchase date. They do not renew or extend coverage. Any unused complimentary maintenance-coat benefit for MODA or Neve follows the permitted transfer; a benefit already used is not reinstated.

How to submit

Submit the completed information below to your VDL order contact using the contact details on the invoice or valleydesignlab.com. Keep a copy and VDL's acknowledgment. For a transfer, include documentation of the closing date. VDL may request supporting order or installation records. Contact VDL promptly if a deadline is missed; VDL may accept late submissions based on available records. Nothing in this registration procedure limits rights that cannot be waived by law.

Registration / transfer record

Request: Initial registration _____ Spec-home transfer _____
VDL invoice / order number: _____
Installation address: _____
Collection / style / protective finish: _____
Installed area / installation completion date: _____
Purchaser / company / contact details: _____
Installer / company / contact details: _____
Homeowner / property owner name: _____
Owner email / phone: _____
Spec builder, if applicable: _____
Closing date / first homeowner, if applicable: _____
Submitted by / role / date: _____

By submitting, the purchaser confirms that the details are accurate, that they are authorized to provide the owner's information, and that the warranty and care documents have been delivered to the owner.