SHOWROOM LUXURY
CONCRETE COATINGS

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SHOWROOM LUXURY LLC WARRANTY

At Showroom Luxury, we are proud to stand behind the quality of our work and the premium products we install. Our warranty is designed to protect you against installation or material failures while setting realistic expectations about natural events and conditions outside our control.

Concrete Coatings

Flake Floors:

We offer a Lifetime Adhesion Warranty for residential flake floor systems installed by Showroom Luxury.

What's Covered:

Our warranty covers peeling or delamination of the coating from the properly prepared concrete surface under normal residential use, including car traffic, foot traffic, and regular garage activities. If an adhesion failure occurs due to product failure or installation error, we will repair or replace the affected area at no cost to you. The affected area must be larger than 4 inches by 4 inches to qualify for a warranty repair. Smaller imperfections are considered normal wear and tear.

Exclusions:

Our adhesion warranty does not cover cosmetic issues such as scratching, staining, tire marks, discoloration, or normal wear and tear. It also excludes cracking of the substrate, even if previously repaired. Acts of God including flood, fire, earthquake, or extreme weather. Concrete naturally moves, expands, and contracts over time, which is outside our control.
Additional exclusions include damage caused by moisture vapor transmission, impact damage, chemical exposure, welding slag, commercial use of any kind, prolonged standing water, or improper maintenance. Floors installed over surfaces other than concrete, including but not limited to wood, gypsum, grout, mortar, greencrete, existing coatings, tile, luxury vinyl plank (LVP), baseboards, drywall, or any other non-concrete material, are not covered under warranty.

Our standard coating system includes a moisture-tolerant base layer designed to handle vapor emissions up to 3 pounds per 1,000 square feet per 24 hours, as measured by ASTM F1869. Showroom Luxury does not test for excessive moisture and is not responsible for identifying or recommending additional moisture mitigation systems.

Coatary Technologies:

Showroom Luxury is a Coatary Technologies Contractor Applicator (QCA), meaning we have been trained and certified by Westcoat to install their systems to the highest standards. Being a QCA allows us to offer extended manufacturer-backed warranties that are not available through uncertified contractors.

Metallic Floors:

We offer a Lifetime Adhesion Warranty for residential flake floor systems installed by Showroom Luxury.

Our warranty covers peeling or delamination of the coating from the properly prepared concrete surface under normal residential use, including car traffic, foot traffic, and regular garage activities. If an adhesion failure occurs due to product failure or installation error, we will repair or replace the affected area at no cost to you. The affected area must be larger than 4 inches by 4 inches to qualify for a warranty repair. Smaller imperfections are considered normal wear and tear.

Exclusions:

Damage due to abuse, misuse, neglect, or impact (including dropped tools, heavy machinery, or sharp objects). Damage from hydrostatic pressure, excessive moisture vapor transmission, or substrate cracking after installation. Damage caused by structural movement, foundation shifting, or cracks in the concrete. Surface scratching, cosmetic wear, or normal abrasion. Tire staining, rubber burns, or chemical staining. Acts of God including flood, fire, earthquake, or extreme weather. Modifications or repairs performed by others. Color variation, fading, or gloss reduction due to UV exposure. Floors installed over surfaces other than concrete, including but not limited to wood, gypsum, grout, mortar, greencrete, existing coatings, tile, luxury vinyl plank (LVP), baseboards, drywall, or any other non-concrete material, are not covered under warranty.

Other Coating and Flooring Systems:

For any additional systems or specialty coatings installed by Showroom Luxury, no warranty is offered. These projects are installed as-is, and the customer accepts full responsibility for maintenance, performance, and longevity.

Storage Solutions

Custom Cabinets:

Showroom Luxury warrants that all custom garage cabinets installed will be free from defects in material and workmanship under normal residential use for a period of 3 years from the date of installation. Cabinets have a weight capacity of 150 lbs per shelf or 600 lbs per cabinet.

What's Covered:

Structural failure of cabinet boxes under normal use, separation of joints due to workmanship defects, hardware failure (hinges, drawer slides, handles) under normal operation, delamination or peeling of factory-applied finishes, and installation defects performed by our authorized installers.

Exclusions:

Damage from misuse, abuse, overloading, or improper storage, water damage from flooding, plumbing leaks, or power washing, damage from fire, extreme heat, or chemical exposure, surface scratches, dents, or cosmetic damage after installation, normal wear and tear, expansion, contraction, or minor warping due to humidity changes, damage caused by structural movement of the building, Hardware or components replaced by parties other than Showroom Luxury, and Products or materials supplied by customer unless installed improperly by our company.

Slatwall Panels:

Lifetime warranty against manufacturing defects for PVC and Procure Slatwall Products

Exclusions:
Damage from Misuse, abuse, overloading or improper storage. PVC Slatwall shall not exceed 70 lbs per SqFt and Procure Slatwall shall not exceed 200 lbs per SqFt.

General Warranty Conditions:

Warranties are valid only for the original purchaser and are non-transferable. Showroom Luxury is not liable for damage caused by natural cases such as earth movement, floods, earthquakes, freeze/thaw cycles, or similar environmental factors that are outside of our control. Warranty claims must be related to actual installation or material failure. Cosmetic dissatisfaction, color variation, wear, maintenance neglect, or customer-caused damage is not covered.

Showroom Luxury is not responsible for incidental or consequential damages including loss of use, business interruption, or dissatisfaction with aging or appearance changes. All repairs performed under warranty or as paid service work may not match original coatings exactly, due to unavoidable color variations and aging of materials.

The warranty is void if repairs, modifications, or alterations are performed by any party other than Showroom Luxury. Showroom luxury reserves the right to determine, in its sole discretion, whether an issue qualifies for warranty coverage or repair.

Non-Warranty Repair Services:

If an issue is not covered under warranty, repairs can be provided at a reduced service rate of $200 per hour, with a $350 minimum, plus the cost of any required materials. These repairs are billed after the service is completed. This structure reflects our break-even point on service calls and is offered as a way to show appreciation for our Lifetime Customers. Repair scheduling will be based on crew availability. All original invoices must be paid in full before warranty or repair work can be scheduled.

Why We Set These Conditions:

Our warranty protects you against true installation or product failures while accounting for factors outside our control, such as concrete movement, weather conditions, chemical exposure, and customer use habits. These warranty guidelines allow us to stand behind our work today and ensure we are here to serve you and future customers for years to come.

How to File a Warranty Claim:

To submit a warranty request, please visit: https://www.showroomluxuryreno.com/warrantyclaim
Please note we will not except claims via text or email as they need to be submitted through our claim portal)
You must include the following information:

- Proof of Purchase (Paid in Full Invoice or Contract)
- Description of issue
- Photos of the concerned area

Our team will contact you within 1 week to begin reviewing your claim.