

Viking Flooring Internet Sales Policy

VIKING PRODUCTS PURCHASED OVER THE INTERNET ARE NOT COVERED BY THE MANUFACTURER WARRANTY.

VIKING STRONGLY RECOMMENDS ALL VIKING FLOORING BE PURCHASED THROUGH A LOCAL VIKING FLOORING DEALER.

Under the terms of the Viking Flooring Internet Sales Policy, Viking products are prohibited from having prices published online or being sold over the internet.

The Internet is a valuable resource, however a website cannot fully represent the visuals of a flooring product, especially wood flooring, and it is not an adequate substitute for a qualified, trained retail sales associate; seeing the product in person combined with the professional, full-service sales and installation offered by a local Viking dealer is the best way to purchase Viking flooring products for a successful installation and buying experience.

Viking Flooring will not honor warranty claims for product purchased over the Internet. It is important that customers buying Viking flooring products have access to full service, local Viking dealers. In addition, to maintain the validity of the warranty, Viking Flooring requires the dealer who sold the floor to service any claims.

Internet purchases can result in freight damage during delivery, inaccurate product descriptions, and other problems. Resolving problems with online retailers can be difficult as they are typically located in other parts of the country and may or may not be responsive to any problems you may have with the product, installation issues, questions, or warranty claims.

In case of an installation problem or warranty claim, you can work directly with your local Viking dealer and the support of their local distributor to resolve any issues promptly.

The Viking Flooring Internet policy does not allow the use of our logo, website, photos, artwork, or other representations of Viking product on any website with published pricing or a solicitation to quote pricing with the purpose of selling product over the Internet. Dealers who violate this policy will be subject to the loss of ability to buy Viking flooring, removal from dealer lists, and removal of Viking merchandising displays and samples from their store.