

SetaDB™ ACOUSTIC LUXURY VINYL FLOORING LIMITED 10 YEAR WARRANTY



Effective: May 1, 2022

PRODUCT COVERAGE

OneFlor USA warrants that its 3.5MM gauge SetaDB™ Acoustic soft vinyl tile and plank flooring will be free from manufacturing defects and, under normal commercial use, will not wear out completely through the original wear layer and decorative pattern, for 10 years from the date of purchase. This Limited Warranty only applies provided the flooring covered by this warranty is installed and maintained according to the SetaDB™ Acoustic Tile and Plank Installation Instructions and the OneFlor Contract Floor Care & Maintenance Guide.

INSTALLATION

Flooring shall be checked by you and/or your installer for visible defects prior to installation. Any pieces that appear to have defects should not be installed. OneFlor USA does not warrant or approve jobsite conditions or the flooring installers' workmanship. Substrate or environmental issues and installation errors should be addressed through the flooring contractor or responsible party. SetaDB™ Acoustic floors should be installed by professional flooring installers with experience and demonstrated expertise in installing modular floors in projects of similar size and complexity.

This Limited Warranty remains in effect, provided that such flooring is installed and maintained according to the SetaDB™ Acoustic Tile & Plank Installation Instructions and maintained the OneFlor Contract Floor Care & Maintenance Guide. Instructions contained in the current Installation Instructions and Maintenance Guide must be followed when installing and caring for SetaDB™ Acoustic flooring, or this warranty will be voided. The Installation Instructions and Maintenance Guide are revised periodically, and floors must be installed according to the current document at the time of installation. Please check our website or email info@oneflorusa.com for the current instructions.

TERMS FOR WARRANTY

If a defect covered by this Limited Warranty is found within the warranty period and reported in writing to OneFlor USA within 14 days from when the condition is first noticed in writing to OneFlor USA, and once verified, OneFlor USA will supply new flooring material of similar color, pattern and quality to replace the defective material(s). This Limited Warranty does not cover expedited freight costs or other expenses beyond the scope of replacement of defective floor covering.

In case of questions regarding the terms of this Limited Warranty, please contact OneFlor USA Customer Service Department at (347) 506-1042 ext. 101. OneFlor USA reserves the right to inspect any jobsite, flooring, request samples, secure photographs or any other information as may be required to ascertain the nature of any claim under this Limited Warranty. All disputes arising from this warranty will be adjudicated in Texas, United States.

EXCLUSIONS

The following are not covered by this Limited Warranty:

- Dissatisfaction due to improper installation or maintenance or any issues resulting from unacceptable jobsite environmental, subfloor or surface preparation, subfloor moisture, hydrostatic pressure, subfloor unevenness or irregularities or installation over existing flooring concerns.
- Dissatisfaction due to use of adhesives, primers, cleaning solutions or finishes is to be addressed directly to that product manufacturer.
- Damage caused by stains, burns, flooding or topical moisture, mold or mildew, cuts, gouges, scratches, scuffs and other accidents and or abuse.
- Damage caused by vacuum cleaner beater bar, indentations or damage caused by spiked or stiletto heeled shoes, improper rolling loads, caster wheels, chairs or other furniture without

proper floor protectors or wheels.

- Change in color or sheen from exposure to direct sunlight or heat, use of rubber-backed mats, use of solvents or harsh cleaners.
- Exterior applications.
- Change or reduction of gloss due to use.
- Color, shade or texture differences between samples or printed color photographs or illustrations and delivered product or differences between different production runs.
- This Limited Warranty is void if this flooring is not acclimated in a climate-controlled structure and consistently maintained at temperatures between 65°F and 85°F (18° - 29°C) and 35% - 65% RH a minimum of 24 hours before, all times during, and continuously after installation.
- Loss due to loss of time, inconvenience, incidental expenses (such as furniture removal, expedited shipping and or any other expense, labor and/or material costs).

PRODUCT DEFECTS

OneFlor USA warrants that its first quality flooring material is free from manufacturing defects (materials and or workmanship) and will replace defective floor covering for 10 years from the date of the purchase. Defects must be reported in writing to OneFlor USA within 14 days from when the condition is first noticed. Once verified, and validated, OneFlor USA will supply new flooring material of similar color, pattern and quality to replace the affected material(s) to include standard freight delivery.

WARRANTY TERMS

This warranty is to the original purchaser of SetaDB™ Acoustic first quality flooring material and is not transferable. No representative, employee, or agent of OneFlor USA or any other person is authorized to assume for OneFlor USA any additional liability or responsibility in connection with OneFlor USA flooring materials except as described in this warranty. Implied warranties of merchantability and fitness for a particular purpose are limited to a period of 1 year from the date of purchase. In no event shall OneFlor USA be liable for indirect, consequential, or incidental damages of any kind. Some states do not allow the exclusion or limitation of incidental or consequential damages so that the above limitations and exclusions may not apply. Your warranty gives you specific legal rights, and you may have other legal rights, which vary from state to state.

This warranty is expressly in lieu of any other warranties, expressed or implied. OneFlor USA requires a legible copy of the original receipt to verify purchase of first quality material.

Claims under this limited warranty must be made in written form within 14 days of discovery, providing the following and delivered via corporate email or via registered mail to the OneFlor USA address:

1. Point of Contact
2. Owners name
3. Facility Address
4. Original receipt of legible photocopy
5. Salesperson who sold this project
6. SKU(s) and quantity involved
7. Submit full size samples (3 affected & 3 unused) and clear photos.

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