

SETAGRIP™ LIMITED WARRANTY

Effective: December 1, 2023



PRODUCT COVERAGE

OneFlor USA warrants that its SetaGrip™ soft vinyl flooring will be free from manufacturing defects, and under normal residential, light commercial or commercial use, will not wear out completely through the original wear layer and decorative pattern, for the specified length of time stated from the date of purchase.

LENGTH OF WARRANTY

WEAR LAYER	RESIDENTIAL	LIGHT COMMERCIAL COMMERCIAL
20 Mils	Lifetime	20 Years
12 Mils	25 Years	10 Years

INSTALLATION

Flooring shall be checked for visible defects prior to installation. Any flooring that appears to have defects should not be installed. OneFlor USA does not warrant or approve jobsite conditions or the flooring installation workmanship. Substrate, environmental or installation concerns should be addressed through the flooring installer or responsible party. SetaGrip™ floors should be installed by competent Do-It-Yourselfers or professional installers.

This Limited Warranty remains in effect, provided that such flooring is installed and maintained according to the current OneFlor USA SetaGrip™ Installation Instructions and Resilient Floor Care & Maintenance Guide. Current instructions must be followed when installing and caring for SetaGrip™ flooring, or this warranty will be voided. The Installation Instructions and Maintenance Guidelines are revised periodically, and floors must be installed and maintained according to the current document at the time of use. Please check our website resources tab at www.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 as specified to OneFlor USA within 14 days from discovery, 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.

OneFlor USA reserves the right to inspect any jobsite and flooring, require samples and jobsite test documents, require photographs or other information deemed necessary to ascertain the nature of any claim under this Limited Warranty. All disputes arising from this warranty shall be adjudicated in Fort Bend County, Texas, United States. For questions regarding this Limited Warranty, contact OneFlor USA Customer Service Department at info@oneflorusa.com.

EXCLUSIONS

The following are not covered by this Limited Warranty:

- Dissatisfaction due to improper installation or maintenance or any issues resulting from unacceptable jobsite conditions. This could include environmental conditions, subfloor or surface preparation, subfloor moisture, hydrostatic pressure, subfloor unevenness or irregularities or installation over existing flooring concerns or other jobsite related conditions.
- Dissatisfaction due to use of adhesives, primers, moisture mitigation products, cleaners or finishes shall be addressed directly to that products' manufacturer.
- Damage caused by stains, burns, flooding or topical moisture, mold or mildew, cuts, gouges, scratches, scuffs, or other accidents and or abuse.

- Damage caused by vacuum cleaner beater bar, indentations, damage caused by spiked or stiletto heeled shoes, improper rolling loads, caster wheels, chairs or other furniture without proper floor protectors, chair pads or wheels.
- Change in color, gloss, or sheen over time or from exposure to sunlight, heat, rubber-backed mats, solvents, or harsh cleaners.
- Exterior applications.
- Color, shade, or texture differences between samples or product photographs or illustrations and delivered product or variances between different production runs.
- Flooring Installations that are not acclimated in a climate-controlled structure and maintained at a consistent temperature between 65°F and 85°F (18° - 29°C) and 35% - 65% RH before, during, and 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).

MANUFACTURING 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 five years from the date of 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 SetaGrip™ from the date of purchase, for 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 by state.

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

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

1. Purchaser Name & Address with Phone Number & Email Address
2. Original Receipt or legible photocopy.
3. Description of Concern(s) - SKU(s) & Quantity Involved.
4. Floorplan Sketch showing Location of Concerns with Clear Photos.
5. Submit Full Size Samples (3 affected & 3 unused).

OneFlor USA
12510 West Airport Blvd.
Suite 100, Unit D1
Sugarland, TX 77478
info@oneflorusa.com

