

LUXURY VINYL TILE & PLANK NON-PRORATED MATERIAL & LABOR LIMITED WARRANTY



Effective: September 5, 2025

PRODUCT COVERAGE

OneFlor USA warrants that its 2.0 mm to 5.0 mm solid vinyl flooring will be free from manufacturing defects and will not wear out completely through the original wear layer and decorative pattern under normal interior residential, light commercial, or commercial use for the specified length of time stated from the date of purchase.

LENGTH OF WARRANTY

WEAR LAYER	RESIDENTIAL	LIGHT COMMERCIAL	COMMERCIAL
28 Mils	35 Years	30 Years	25 Years
20 Mils	30 Years	25 Years	20 Years
12 Mils	10 Years	7 Years	5 Years
6 Mils	7 Years	5 Years	

PRE-INSTALLATION

Flooring shall be checked for visible defects prior to installation. Any flooring that appears to have defects shall not be installed. OneFlor USA will provide replacement material for all visual defect claims prior to installation and will not be responsible for any labor claim arising from the installation of flooring with visual defects.

INSTALLATION

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 contractor or the responsible party. OneFlor USA floors should be installed by professional Installers with project expertise and experience of a similar size and complexity.

This Limited Warranty covers the flooring materials and the fair market rate labor costs for the applicable length of warranty from the date of purchase, provided that such flooring is installed and maintained according to the current OneFlor USA LVT Installation Instructions and Resilient Floor Care & Maintenance Guide. Current instructions must be followed when installing and caring for OneFlor USA vinyl flooring, or this warranty will be voided. 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. Go to www.oneflorusa.com/resources 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 30 days from discovery, once verified, OneFlor USA will supply new flooring material of similar color, pattern, and quality to replace the defective material(s). OneFlor USA will also pay the fair market value labor costs to remove and replace the flooring in the affected area(s). This Limited Warranty does not cover expedited freight costs or other expenses beyond the scope of the flooring materials and removal and replacement of defective flooring.

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 will 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.

WARRANTY REPAIR

OneFlor USA reserves the right to repair the flooring defect and to use a different installer for repair or replacement at our discretion. For repair or replacement under this warranty, you will be required to clear furniture, fixtures, and other items on or over the affected flooring, at your expense, before repairs are made. This warranty does not cover barrier walls, supplemental air, negative air, or other environmental, protective, moving, or handling equipment or measures for repair or replacement.

EXCLUSIONS

This Limited Warranty does not cover the following:

- Dissatisfaction due to improper installation, maintenance, or any issues resulting from unacceptable jobsite conditions. This could include environmental or subfloor conditions, surface preparation, subfloor moisture, hydrostatic pressure, subfloor unevenness or irregularities, installation over existing flooring concerns, or other jobsite-related conditions.
- Dissatisfaction due to adhesives, primers, moisture mitigation products, cleaners, finishes, or other products used shall be addressed directly to that product's manufacturer.
- Damage caused by stains, burns, flooding, or topical moisture, mold or mildew, cuts, gouges, scratches, scuffs, or other accidents 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.
- Color, shade, or texture differences between samples, product photographs, illustrations, and delivered products or variances between different production runs.
- Flooring Installations that are not acclimated in a climate-controlled structure and installed and maintained at a consistent temperature between 65°F and 85°F (18° - 29°C) and 35% - 65% RH.
- Loss due to loss of time, inconvenience, or incidental expenses (such as furniture removal, expedited shipping, and any other expense, labor, material, or other cost).

WARRANTY TERMS

This warranty is to the original purchaser from the date of purchase for first-quality flooring material. No representative, employee, or agent of OneFlor USA or any other person is authorized to assume any additional liability or responsibility for OneFlor USA in connection with this warranty. Implied warranties of merchantability and fitness for a particular purpose are limited to a period of one year from the date of purchase. OneFlor USA shall not be liable for indirect, consequential, or incidental damages. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations and exclusions may not apply. Your warranty gives you specific legal rights; 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 the original receipt or a legible copy to verify the purchase.

Claims under this limited warranty must be made in written form within 30 days of discovery and provide the following details delivered via email or registered mail to the OneFlor USA address:

- Facility Name & Address
- Contact Person with Direct Phone Number & Email
- Original Receipt or legible photocopy.
- Description of Concern(s) - SKU(s) & Quantity Involved.
- Facility Floorplan showing Location of Concerns
- Multiple Clear Digital Photos.
- Submit Full Size Samples (3 affected & 3 unused).

OneFlor USA
440 Cobia Drive
Suite 1002
Katy, TX 77494
info@oneflorusa.com