

LUM WOVEN VINYL TILE & PLANK LIMITED WARRANTY

Effective: January 25, 2025

PRODUCT COVERAGE

OneFlor USA warrants that its 3.0 mm to 5.0 mm woven vinyl flooring will be free from manufacturing defects and will not wear out completely through the original woven decorative layer under normal residential, light commercial, or commercial use for the specified length of time stated from the date of purchase.

LENGTH OF WEAR WARRANTY

| RESIDENTIAL | LIGHT COMMERCIAL | COMMERCIAL |
|-------------|------------------|------------|
| 20 Years | 15 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 contractor or the responsible party. OneFlor USA vinyl floors should be installed by professional installers with experience and expertise in installing projects of a similar size and complexity.

This Limited Warranty remains in effect, 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. Please check our website resources tab at 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 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 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.

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 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, product photographs, illustrations, and delivered products 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, or incidental expenses (such as furniture removal, expedited shipping, and any other expense, labor, material, or other cost).

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), and include standard freight delivery.

WARRANTY TERMS

This warranty is to the original purchaser from the date of purchase for the first-quality flooring material and is not transferable. 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 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. 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 14 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 with Multiple Clear Digital Photos.
- Submit Full Size Samples (3 affected & 3 unused).

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