

FLOORDI LVT AVOFLEX WARRANTY POLICY

1. Warranty Coverage

Floordi Canada Inc. warrants to the original purchaser that Floordi Glue Down Luxury Vinyl (LVT) products under the **Avoflex** collection will be free from manufacturing defects and will perform as specified under normal residential and commercial use, provided the product is installed and maintained in accordance with Floordi’s Installation and Maintenance Guidelines.

This Limited Warranty is non-transferable and is extended solely to the original end-use purchaser, whether the product is purchased directly from Floordi or through an authorized Floordi retailer or distributor.

2. Warranty Period

Product Type	Wear Layer	Residential Warranty	Light Commercial	Heavy Commercial
Avoflex 2.5	0.3 mm	10 Years	2 Years	–
Avoflex 3.0	0.55 mm	30 Years	5 Years	–
Avoflex 5.0	0.55 mm	30 Years	10 Years	5 Years

Warranty period begins from the date of purchase.

3. What Is Covered

Under normal use and proper installation, this warranty covers:

- **Wear Resistance:** The wear layer will not wear through the decorative surface.
- **Stain Resistance:** Resistance to common household stains and chemicals.
- **Manufacturing Defects:** Including structural flaws or visual defects present prior to installation.
- **Structural Integrity:** No ripping, cracking, or delamination under normal conditions.
- **Indentation Resistance:** No permanent indentation from normal residential or commercial use.
- **Color Stability:** No significant discoloration from the subfloor when proper underlayment is used.

- **Dimensional Stability:** No edge curling, cupping, or warping when installed correctly.

4. Conditions of Warranty

This warranty is valid only if:

- Installation follows Floordi installation guidelines
- Subfloor meets required specifications (flatness, dryness, and cleanliness)
- Proper adhesives (for glue-down) are used where required
- Flooring is maintained according to Floordi care instructions
- Environmental conditions are maintained:
 - Temperature: 18–27°C
 - Humidity: 30–60% RH
- Product is acclimated for minimum 48 hours before installation

5. Exclusions (What Is Not Covered)

This warranty does NOT cover:

- Improper installation or subfloor preparation
- Use of non-recommended adhesives or underlayment
- Damage from:
 - Flooding, water leaks, or moisture intrusion
 - Fire, natural disasters, or accidents
 - Insects or pests
- Abuse or misuse, including:
 - Heavy impact, dragging furniture without protection
 - High heels, pet damage, sharp objects
- Use in extreme or non-standard commercial environments
- Fading or discoloration due to excessive sunlight/UV exposure
- Damage from improper cleaning products or methods
- Normal wear and tear, gloss reduction, or minor scratches
- Labor, installation, removal, or incidental costs

6. Customer Care & Maintenance Requirements

To maintain warranty validity:

- Use protective pads under furniture and appliances
- Avoid dragging heavy items directly on the floor
- Install walk-off mats at entrances
(Avoid rubber, latex, or coco-backed mats)
- Clean regularly using Floordi-approved cleaning products
- Avoid excessive moisture and standing water
- Keep indoor conditions within recommended ranges

7. Warranty Claim Process

To submit a claim:

1. Notify Floordi within 30 days of discovering the issue
2. Provide:
 - Proof of original purchase
 - Photos/videos of the defect
 - Installation details (if requested)
3. Allow reasonable time for inspection and evaluation

8. Warranty Resolution & Prorated Coverage

During the applicable warranty period, Floordi Canada Inc. will, at its sole discretion, repair, replace, or provide a credit for defective material in accordance with the following schedule:

Year 1 (First Year Following Installation):

Floordi will, at its option:

- Repair the flooring to conform to this Limited Warranty; or
- Replace, at no charge, the affected area with flooring of equal value and quality.
- If the flooring was professionally installed by a qualified flooring contractor, Floordi reserves the right, at its sole discretion, to either appoint a contractor of its choice to carry out the repair or replacement work or reimburse reasonable replacement labor costs up to a maximum of \$1.50 per square foot; any such

reimbursement is subject to prior approval by Floordi, and no labor cost reimbursement will be provided for owner-installed or DIY installations.

Year 2 (Second Year Following Installation):

Floordi will, at its option:

- Repair the flooring; or
- Provide a credit equal to 90% of the original material value (applicable only if professionally installed).
- No labor cost reimbursement will be provided.

After Year 2 (Prorated Material Credit Only):

Floordi will, at its option:

- Repair the flooring; or
- Provide a prorated credit for material only (labor costs are not covered after the second year), based on the following schedule:
 - Year 3: 80% credit
 - Year 4: 70% credit
 - Year 5: 60% credit
 - Year 6: 50% credit
 - Year 7: 40% credit
 - Year 8: 30% credit
 - Year 9: 20% credit
 - After Year 9: 10% credit

Additional Notes:

- Credits are based on the original purchase price of the affected material.
- Replacement products may vary slightly in color, shade, or design due to normal manufacturing differences.
- Floordi reserves the right to inspect and verify all claims before approval.
- Any claims under Heavy Commercial use will follow the prorated schedule within this 5-year period, and no coverage shall apply beyond five (5) years from the date of installation.

9. Limitation of Liability

Floordi's liability is limited solely to the original purchase price of the defective product. Floordi shall not be liable for any indirect, incidental, or consequential damages.