FLOORDI CANADA INC
18 Linden St, Hamilton, ON L8L 3H6, Canada

# FLOORDI AVOLIS LUXURY VINYL FLOORING — WARRANTY POLICY

## 1. Warranty Coverage

Floordi Canada Inc. ("Floordi") warrants to the original end-use purchaser that Avolis Luxury Vinyl Plank (LVP) flooring products will be free from manufacturing defects and will perform as intended under normal residential and commercial use.

This warranty is valid only when the product is installed, maintained, and used in accordance with Floordi's Installation Guidelines, Maintenance Instructions, and industry standards. Avolis is a floating-installation product with attached underlayment and is intended for indoor use only.

- Applies only to the original purchaser
- Is non-transferable
- Applies only to products purchased through authorized Floordi channels

For the purposes of this warranty, "original purchaser" means the individual or entity whose name appears on the original invoice issued by Floordi or an authorized Floordi dealer. The warranty terminates automatically upon (a) sale or transfer of the property in which the flooring is installed, (b) removal of the flooring from the original installation site, or (c) transfer of the invoice to a third party.

## 2. Warranty Period

| Product | Residential | Light Commercial | Commercial |
|---|---|---|---|
| **Avolis SPC LVP** | 25 Years | 10 Years | 5 Years |

The warranty period begins from the original date of purchase. The warranty period applicable to a given installation is fixed at the date of purchase and shall not be affected by any subsequent changes to Floordi's published warranty terms.

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## 3. What Is Covered

- **Wear Resistance** — The wear layer will not wear through to the decorative layer (see Wear-Through Definition below)
- **Waterproof Performance** — Under normal household use, the product will resist water damage from everyday surface spills, wet shoes, and drips around sinks and tubs, provided that liquids are removed within a reasonable time. See Section 5 for moisture-related exclusions.
- **Stain Resistance** — Resistance to common household stains when properly maintained
- **Manufacturing Defects** — Structural or visual defects present prior to installation, when uninstalled defective product is identified at or before installation
- **Structural Integrity** — Resistance to delamination, cracking, or material failure under normal use
- **Dimensional Stability** — Resistance to excessive gapping, edge curling, cupping, or warping when installed and maintained within the conditions of Section 4
- **Color Stability** — Resistance to color or pattern defects originating from the manufacturing process (does not cover color change from sunlight, UV exposure, or environmental conditions — see Section 5)

### Pre-Installation Visual Defects

Floordi warrants that the product shall be free of visual or finish defects exceeding **3% of the total square footage purchased**. If pre-installation defects exceed this threshold, the uninstalled product must be returned to the original place of purchase for full credit. Product that has been installed shall be deemed accepted by the installer/customer and is no longer eligible for pre-installation visual-defect replacement.

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**Wear-Through Definition (Coverage Clarification)**

The Wear Resistance coverage above applies only to wear-through, defined as the complete penetration of the wear layer such that the decorative (printed) layer beneath is visibly exposed.

A claim qualifies for wear-through coverage only if all of the following conditions are met:

- The exposed area is visible from a standing position (approximately 5 feet / 1.5 m) under normal indoor lighting;
- The affected area covers at least 15% of an individual plank or tile, or at least 15% of the total installed area within a single room;
- The wear is located in an area of normal foot traffic and is not concentrated under rolling chairs, casters, pet claws, or other localized point-load sources;
- The flooring has been cleaned and maintained in accordance with Section 6.

**4. Conditions of Warranty**

- Installation follows the current Avolis Installation Instructions and the floating-installation method
- Subfloor meets all requirements of the Installation Instructions at the time of installation, including flatness within **5/64" (2 mm) over 6.56 ft (2 m)**, cleanliness, and structural soundness
- Subfloor moisture has been remedied prior to installation
- Approved transition strips, T-moldings, and finishing accessories are used at perimeter and transitions
- Proper maintenance is followed in accordance with Section 6
- Temperature: **18–29°C (65–85°F)** maintained year-round
- Relative humidity: **35–65%** maintained year-round
- Product acclimated on-site for minimum 48 hours prior to installation
- Surface temperature does not exceed **60°C (140°F)** at any point (applicable to radiant heat installations and prolonged direct sunlight exposure)

- Surface temperature does not fall below **0°C (32°F)** at any point (the product must not be installed in unheated or seasonally heated spaces)

Where this policy and the Installation Instructions differ on installation requirements, the Installation Instructions prevail.

**Burden of Proof**

In the event of a warranty claim, the claimant bears the burden of demonstrating that all installation conditions above were met. Floordi may require, at its discretion, any or all of the following documentation:

- Signed Pre-Installation Checklist or installer certification (for professional installations)
- Job-site temperature and humidity logs covering the installation period
- Subfloor moisture test results (concrete: ≤ 3 lbs / 1000 sq ft / 24 hours per ASTM F1869, or ≤ 80% RH per ASTM F2170; wood: ≤ 12% MC per ASTM D4442)
- Acclimation date documentation
- Original purchase receipt

Absence of any such documentation may, at Floordi's sole discretion, result in claim denial.

## 5. Exclusions (What Is Not Covered)

**Use Category Definitions**

This warranty applies only to installations matching the use category for which the product was selected, as defined below:

- **Residential** — Single-family homes and light-use multi-family units, including bedrooms, living rooms, kitchens, and bathrooms.
- **Light Commercial** — Public-use environments not subject to heavy maintenance schedules or traffic, such as low-traffic retail shops, private offices, salons, and meeting rooms (foot traffic estimated at fewer than 100 persons per day).

- **Commercial** — Public-use environments subject to heavy maintenance and traffic, such as retail corridors, healthcare facilities, education, hospitality, common areas of multi-family complexes, and heavy-use office spaces (foot traffic estimated at 100 or more persons per day).

Installation in the following locations is excluded from all warranty coverage:

- Outdoor installations of any kind
- Garages, carports, and unconditioned storage spaces
- Saunas, steam rooms, and bathing wet areas
- Three-season rooms, screened porches, and other non-climate-controlled spaces
- Industrial settings or any location where heavy rolling loads, chemical exposure, or temperature extremes occur
- Any location not falling within the use categories above

**General Exclusions**

The following are not covered under this warranty:

- Improper installation or subfloor preparation, including failure to remedy subfloor moisture prior to installation
- Damage, deflection, joint separation or breakage, movement, noise, or unevenness resulting from a subfloor that did not meet the flatness, moisture, or structural requirements of the Installation Instructions, including depressions or high spots that were not corrected before installation. Rigid-core flooring does not self-level; any statement to the contrary by a dealer, installer, or third party does not modify this warranty.
- Damage caused by fire, flooding, exposure to standing water, or other natural disasters
- Damage caused by moisture from below the flooring, hydrostatic pressure, vapor transmission through the subfloor, or failure of the subfloor itself
- Mold, mildew, or fungal growth resulting from prolonged or undiscovered moisture exposure

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- Damage from wet mopping, steam cleaning, or use of saturated cleaning equipment
- Damage from vacuum cleaner beater bars; only wand or soft-brush attachments may be used
- Damage from rolling caster wheels without protective mats, high heels, spiked shoes, pet claws, or sharp objects
- Indentation or damage from heavy point loads, including furniture not equipped with floor protectors
- Damage caused by moving appliances or heavy furniture across the floor without adequate protection (plywood panel walking required)
- Damage from adhesives, tape, paint, sealers, or other substances applied to the floor surface
- Scratches, gouges, scuffs, punctures, cuts, burns, or other impact damage
- Loss of gloss, surface dulling, or change in finish appearance, which are normal wear and may be corrected with appropriate recoating systems
- Normal wear, surface scuffs, micro-scratches, light traffic marks, footprints, or change in appearance over time
- Color change, fading, or yellowing caused by sunlight, UV exposure, or other environmental conditions
- Minor color, shade, or texture variations between samples, printed photography, replacement product, and actual material — these are inherent to manufacturing and are not defects
- Improper cleaning, including use of harsh chemicals, abrasive tools, or non-pH-neutral cleaners
- Subfloor noise (sounds between the subfloor and the attached underlayment); these are a subfloor condition, not a product defect
- Heat damage from surface temperatures exceeding 60°C (140°F), including damage from radiant heating systems set above this temperature, prolonged direct sunlight on dark colors, or proximity to heat sources

- Cold damage from surface temperatures below 0°C (32°F), including installations in unheated or seasonally heated spaces
- Product sold "as is", B-grade, or clearance without warranty
- Use of non-Floordi-approved transitions, moldings, or finishing accessories
- Labor, freight, removal, reinstallation, or other incidental costs (except as expressly provided in Section 8)

**Installation Responsibility**

Floordi supplies flooring material only. Installation is performed by independent contractors or the property owner, who are solely responsible for workmanship and for compliance with the Installation Instructions. Floordi is not a party to, and does not mediate, any agreement or payment dispute between a property owner and an installer. Floordi may, on request, confirm its published installation requirements, but does not certify or reject a specific installation without an inspection under Section 7.

## 6. Customer Care & Maintenance Requirements

- Sweep or vacuum regularly using a wand or soft-brush attachment; do not use beater bars
- Damp mop with a **pH-neutral cleaner** designed for luxury vinyl flooring. Do not use wet mops, soaking water, or steam cleaners.
- Use protective floor pads (felt or non-staining hard plastic) under all furniture legs
- Use chair mats under rolling office chairs; do not roll casters directly on the floor
- Lay a plywood panel and “walk” heavy appliances or furniture across the floor when moving; do not drag
- Use only **colorfast woven or felt-backed entrance mats**. Rubber-, latex-, or coco-fiber-backed mats may cause permanent discoloration and void the Color Stability and Stain Resistance coverage in Section 3.
- Wipe up spills promptly. Although Avolis is waterproof at the surface, prolonged liquid exposure may seep through plank joints and reach the subfloor.

- Maintain indoor temperature (18–29°C / 65–85°F) and relative humidity (35–65%) year-round
- Protect from prolonged direct sunlight using window coverings, particularly for dark-colored floors

**7. Warranty Claim Process**

To submit a claim:

- Notify Floordi in writing within thirty (30) days of discovering the issue, either directly or through the original Floordi dealer. Failure to provide written notice within this period shall void all warranty coverage for the defect. Verbal notice is not sufficient.
- Provide: proof of original purchase, dated photographs and/or videos of the defect, a written description of the defect, and installation details if requested
- Allow reasonable time for inspection and evaluation

If the original Floordi dealer is no longer in business, has been terminated, or is unable to assist, claims may be submitted directly to Floordi at info@floordi.ca.

**Inspection Rights**

Floordi or its designated representative shall have the right to inspect the affected flooring in situ prior to any repair, replacement, or credit. The claimant shall provide reasonable access to the installation site during normal business hours. Refusal of inspection, or failure to provide access within thirty (30) days of Floordi's written request, shall result in claim denial.

No repair, replacement, or remedial work shall be undertaken by the claimant before Floordi has completed its inspection and evaluation. Work performed prior to Floordi's inspection voids the warranty claim.

**Inspection Fee**

Where an inspection finds that the reported condition results from installation, subfloor, environmental, or maintenance causes rather than a manufacturing defect, Floordi may charge the claimant a reasonable inspection fee, disclosed in advance of the inspection.

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## 8. Warranty Resolution & Prorated Coverage

During the applicable warranty period, Floordi will, at its sole discretion, repair, replace, or provide a prorated material credit for defective Avolis flooring. The schedule applied depends on the use category in which the product was installed, as defined in Section 2 and Section 5.

**General terms applicable to all categories:**

- Year 1 labor reimbursement is available only when the product was installed by a qualified flooring contractor, is subject to prior approval by Floordi, and shall not exceed **$1.50 per square foot or $1,500 per claim, whichever is less**. No labor reimbursement applies to owner-installed or DIY installations, or to any claim after Year 1.
- All credits are calculated on the original purchase price of the affected material only and exclude installation, freight, and incidental costs.
- Where credit is offered “professional install only,” DIY/owner installations are eligible for repair or a material-only credit at 50% of the listed percentage for that year.
- Replacement product may vary slightly in color, shade, or pattern due to normal manufacturing variation, and may be a current-equivalent SKU if the original design has been discontinued.
- Floordi reserves the right to inspect and verify all claims before approval.
- No coverage applies beyond the maximum warranty term shown in Section 2.
- Floordi’s total liability under this warranty is capped at the original purchase price of the affected material. The sum of all credits, reimbursements, and replacement value issued in connection with a single installation shall not exceed the original purchase price of that installation.
- Replacement product or credit shall not be redeemed for cash in any form.

### 8.1 Residential Use — 25-Year Coverage

| Year of Claim | Resolution |
|---|---|
| **Year 1** | Repair or replace at no charge (100%) |
| **Year 2** | 70% material credit (professional install only) |
| **Year 3** | 60% material credit |
| **Years 4–5** | Up to 50% material credit |
| **Years 6–10** | Up to 35% material credit |
| **Years 11–15** | Up to 20% material credit |
| **Years 16–20** | Up to 15% material credit |
| **Years 21–25** | Up to 10% material credit |

### 8.2 Light Commercial Use — 10-Year Coverage

| Year of Claim | Resolution |
|---|---|
| **Year 1** | Repair or replace at no charge (100%) |
| **Year 2** | 70% material credit (professional install only) |
| **Year 3** | 60% material credit |
| **Years 4–5** | Up to 50% material credit |
| **Years 6–7** | Up to 35% material credit |
| **Years 8–9** | Up to 15% material credit |
| **Year 10** | Up to 10% material credit |

### 8.3 Commercial Use — 5-Year Coverage

| Year of Claim | Resolution |
|---|---|
| **Year 1** | Repair or replace at no charge (100%) |
| **Year 2** | 70% material credit (professional install only) |
| **Year 3** | 50% material credit |
| **Year 4** | Up to 30% material credit |
| **Year 5** | Up to 10% material credit |

### 9. Limitation of Liability

To the maximum extent permitted by law, Floordi Canada Inc.’s total liability under this warranty is limited to the original purchase price of the defective material. Floordi shall not be liable for any incidental, indirect, consequential, special, punitive, or exemplary damages, including but not limited to:

- Loss of use of the flooring or premises
- Lost profits or business interruption

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- Cost of substitute goods or services
- Removal, reinstallation, or disposal costs
- Damage to subflooring, baseboards, trim, fixtures, or adjacent materials
- Disconnection or reconnection of appliances; moving of furniture
- Lodging, relocation, or storage expenses
- Claims by third parties

Implied warranties of merchantability and fitness for a particular purpose, where applicable and not otherwise prohibited by law, are limited to a period of one (1) year from the date of purchase. Some provinces do not allow the limitation of how long an implied warranty lasts, or the exclusion of incidental or consequential damages, so the above limitations may not apply in those jurisdictions.

**10. General Disclaimer**

These limited warranties are expressly in lieu of any other express warranty, whether oral or written. No representative, employee, dealer, distributor, installer, contractor, or agent of Floordi is authorized to assume any additional liability, to modify the terms of this warranty, or to make representations about product performance on behalf of Floordi. Statements made in dealer advertising, presentations, or other communications do not constitute warranties and should not be relied upon.

Variations in color, shade, and pattern are inherent to the manufacturing of luxury vinyl flooring and are not considered defects. Floordi makes no guarantee that products will match or coordinate with customer furnishings, trim, cabinetry, or other materials.

Floordi reserves the right to modify or change this warranty for new purchases at any time. Any such change will apply only to product purchased after the effective date of the change and will not affect coverage of product purchased before that date.

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