WARRANTY · LUXURY VINYL FLOORING

Luxury Vinyl SPC / WPC Flooring

Residential and light-commercial limited warranty for Unique Wood Products SPC and WPC luxury vinyl flooring · Effective for purchases on or after May 1, 2026.

COVERAGE SUMMARY

Unique Wood Products warrants to the original purchaser that its luxury vinyl **SPC (stone-polymer composite) and WPC (wood-polymer composite) flooring** will be free from manufacturing defects and, under normal use and maintenance, will not wear through the wear layer or fail in structural integrity for the periods stated below. This warranty is non-transferable and is limited to indoor, climate-controlled installations.

> **A NOTE ON THIS WARRANTY**
> This warranty applies to the original purchaser of the flooring for residential or light-commercial use and is not transferable. For coverage to remain in force, the flooring must be installed, used, and maintained per UWP's installation instructions at uniquewoodproducts.com.

COVERAGE TIERS

Coverage is structured in five tiers. Each tier runs from the date of original purchase.

- **Manufacturing defects:** 1 year. Delamination, core voids, milling, assembly, dimension, and grading. Dimensional stability is evaluated against ASTM F2199; thickness, length, width, and squareness against industry ASTM tolerances.
- **Residential wear layer:** 20 years. The wear layer will not wear through to expose the substrate under normal residential foot traffic (light to moderate use).
- **Residential waterproof:** 20 years. Top-surface water exposure from normal residential activity will not damage the structural integrity of the flooring.
- **Residential structural integrity:** 20 years. The cohesion between product layers remains intact and the flooring remains stable.
- **Light commercial wear:** 10 years. The wear layer will not wear through under normal light-commercial foot traffic. Multifamily projects are classed as light commercial.

PRE-INSTALLATION INSPECTION

Each piece must be inspected for visible defects **before installation**. A plank with a visible defect must not be installed. Set it aside, photograph it, and contact the counter for replacement material. **Installation constitutes acceptance** — UWP will not honor a defect claim on material installed with a visible defect.

PRO-RATA REMEDY SCHEDULE — RESIDENTIAL

Confirmed manufacturing defects under the 20-year residential coverage are remedied on the following pro-rata schedule:

Year 0 – 1	Credit at the applicable purchase price, plus reasonable labor when the floor was professionally installed.
Year 1 – 5	Credit at the applicable purchase price, plus 50% of labor when professionally installed.
Year 5 – 10	Credit at the applicable purchase price. No labor.

Year 10 – 20	Replacement material to repair the affected area. No labor. If the model is no longer available, a reasonable substitute will be offered.

PRO-RATA REMEDY SCHEDULE — LIGHT COMMERCIAL

Confirmed manufacturing defects under the 10-year light-commercial coverage are remedied as follows:

Year 0 – 1	Credit at the applicable purchase price, plus reasonable labor when professionally installed.
Year 1 – 2	Credit at the applicable purchase price, plus 50% of labor when professionally installed.
Year 2 – 10	Credit at the applicable purchase price. No labor.

CONDITIONS OF COVERAGE

Coverage is conditioned on all of the following:

- The flooring is installed per UWP installation instructions and used for its intended purpose as flooring.
- **Subfloor:** flat, sound, structurally stable, with moisture content within UWP-specified limits. The installer is responsible for verifying flatness, soundness, and acclimation.
- **Climate:** used indoors in a dry, climate-controlled space. Relative humidity maintained 35–55% year-round using HVAC, humidification, or dehumidification as the season requires.
- The flooring is maintained per the included care and maintenance instructions — no detergents, abrasive cleaners, or mop-and-shine products.
- Pre-installation inspection completed and any visible defects flagged before install (see above).
- **Manufacturing defects must exceed the industry waste factor of 5%** of the total installation area. Diagonal and complex room layouts may carry a higher waste factor.
- **Professional installation.** UWP SPC / WPC is a professional product. There is no DIY warranty.

INSTALLATION REQUIREMENTS

Installation must follow current **UWP SPC / WPC installation instructions** available at uniquewoodproducts.com, including subfloor preparation, acclimation, expansion gaps, and underlayment. Where moisture risk exists, a 6-mil poly sheeting moisture barrier (or equivalent mitigator) is required between subfloor and flooring. Installation over gypsum-based underlayments requires written approval from UWP and a UWP-approved sealer before installation.

EXCLUSIONS

This warranty does not cover:

- **Improper storage, handling, installation, or maintenance** by the buyer, installer, or owner.
- **Moisture problems originating in the subfloor —** high pH or alkaline emissions from concrete, hydrostatic pressure, plumbing or appliance leaks, water entry through doors or windows, flooding, and standing water. SPC / WPC is waterproof on the top surface, not a vapor barrier from below.
- **Misuse and abuse —** adhesives, tapes, scratches, scuffs, cuts, gouges from sharp objects, scrapes, stains, soiling, hair dye, fading, warping, cracking, indentations, insufficient maintenance; steam cleaners, vacuum beater bars, electric brooms, or improper rolling loads; caster wheels, chairs, or furniture without proper floor protectors. Protective mats are required for office use.
- **Pet damage.** UWP SPC / WPC is not warranted as petproof. Stains, scratches, gouges, or odor caused by cat or dog urine, feces, vomit, or pet claws are not covered. Clean pet accidents immediately to limit damage.
- **Fire, burns, and smoke.** Burns from cigarettes, hot cookware, fireplaces, or open flame, and any smoke or soot staining.

- **Casualty events normally covered by homeowners insurance —** fire, flooding, smoke, storm damage, vandalism, theft, intentional or accidental abuse, and standing water from leaking plumbing, faucets, or household appliances.
- **Sunlight damage —** extended direct sunlight, including sun through windows, will heat the surface and cause dimensional change and discoloration. UV-driven color change is not a defect.
- **Footwear and static-load damage —** indentations from heeled shoes, spiked shoes, metal cleats, skates, or heavy stationary loads. Use floor protectors under furniture legs and feet to distribute weight.
- **Moving heavy appliances** without sliders or floor protection — dishwashers, refrigerators, washing machines, ovens, or other heavy equipment dragged across the floor.
- **Subfloor and joist deficiencies —** uneven subfloor, floor deflection, voids, or substandard fasteners. Squeaks, creaks, pops, and crackling from subfloor, installation method, or floated click-lock seating are inherent to floated resilient installations and are not covered.
- **Climate outside spec —** extreme conditions or RH sustained outside the 35–55% range. Lack of HVAC maintaining the floor in the operating range is grounds for denial.
- **Mold, mildew, fungus —** discoloration from mold, flooding, leaks, water entering through sliding glass doors, or similar conditions. SPC / WPC is not susceptible to material damage from moisture, but excessive subfloor moisture can still create unhealthy conditions.
- **Radiant-heat installations exceeding 85°F (29°C)** at the subfloor / underside, and any installation outdoors.
- **Damage to surrounding structure** — walls, subfloors, fixtures, furniture, underlayments, mouldings, trim, heating elements, or anything that is not the floor itself.
- Color, gloss, and pattern variation between samples, printed illustrations, dye lots, age of material, and actual production runs.
- **Discoloration from non-approved mats and chemicals —** rubber-backed or coco-fiber mats, solvent-based polishes, oil or petroleum-based cleaners, asphalt tracked in from driveways or parking lots.
- **Gloss reduction over time** — a normal consequence of use, not a defect. Natural color change from UV / daylight is excluded.
- **Heavy wheeled traffic** that permanently indents the flooring, residential or commercial.
- **Temperature damage —** flooring later heated above 140°F (60°C) or exposed below 32°F (0°C).
- **Defects only visible under specific light or angle.** Visible defects are evaluated from a standing position in normal lighting.
- **Field refinishing, recoating, or alteration** after delivery. SPC / WPC is not refinishable.
- Floors installed in non-owner-occupied residences (except product expressly warranted for light-commercial use).
- Floors previously replaced under a claim, or floors removed and reinstalled to correct installation errors.
- **Incidental and consequential damages** — any loss, expense, or damage beyond the flooring itself, including removal/refinish costs of other floors, cabinet or appliance removal, inconvenience, hotel, meals, or lost wages.
- **"AS IS" and irregular product —** goods sold as thrift, antique, tavern, bargain, cabin grade, seconds, economy grade, rustic, close-out, off-goods, or non-standard.

CLAIMS PROCEDURE

Claims must be submitted in writing to **info@uniquewoodproducts.com** through the original retailer. The claim must include: (1) the original invoice or purchase order; (2) photographs of the affected flooring in place; (3) a written description of the conditions — measured indoor RH, subfloor type, moisture readings, installation method; and (4) installer contact information. UWP reserves the right to inspect the floor or remove samples for technical analysis. A reasonable inspection opportunity — at least thirty (30) days after the problem is reported — must be allowed before any remedy is determined. **Removing or replacing the flooring before UWP inspects it voids this warranty.**

REMEDY & UWP RESPONSIBILITY

On an accepted claim, UWP will, at its option, **repair, replace, or refund the dealer's purchase price** of the affected material per the pro-rata schedules above. The buyer is responsible at the buyer's expense for clearing items placed over the affected area after the original installation. UWP will replace or repair a given floor only once; if the same failure recurs after a remedy, UWP may conclude

the site conditions are not suitable for SPC / WPC and decline further coverage. Approved-claim instructions must be acted on within **ninety (90) days** of approval or the remedy is waived.

DISCLAIMER OF IMPLIED WARRANTIES

Except as expressly set forth above, Unique Wood Products makes no warranty, express or implied, including but not limited to implied warranties of merchantability or fitness for a particular purpose. All warranties not expressly stated in this document are disclaimed. No distributor, dealer, installer, agent, or sales representative has authority to alter, expand, or modify this warranty. Some states do not allow the exclusion or limitation of incidental or consequential damages, so portions of the above may not apply to you. This warranty gives you specific legal rights, and you may have other rights that vary from state to state.

GOVERNING LAW & DISPUTE RESOLUTION

This warranty is governed by the laws of the State of Texas. Any dispute arising under this warranty shall be resolved by mandatory and binding arbitration in Harris County, Texas, conducted under the rules of the American Arbitration Association. The parties expressly waive any right to a jury trial. Warranty provisions are severable; the invalidity of one provision does not affect the enforceability of any other.