



ADAMIF Vinyl Flooring Limited Warranty

VinylPro Flooring LLC (“the Company”) provides the following Limited Warranty for its ADAMIF brand vinyl flooring products. This warranty extends only to the original purchaser and is non-transferable. It covers residential installations and approved commercial installations of ADAMIF vinyl flooring, as detailed below, under normal use and service conditions.

1. Warranty Period

Residential Use

For flooring installed in a residential setting (e.g., single-family homes and apartments), the Company offers a Limited Lifetime Warranty to the original homeowner. “Lifetime” is defined as the life of the floor for as long as the original purchaser owns and resides in the home.

Commercial Use

For flooring installed in an approved commercial setting (such as offices, retail boutiques, light hospitality, or other light commercial environments), the Company offers a 20-Year Limited Commercial Warranty. This commercial warranty is intended for light to moderate commercial foot traffic. (Industrial, heavy commercial, or outdoor uses are not covered by this warranty – see Exclusions below.)

Calculation of Term

All warranty periods are measured from the date of original purchase (as shown on the invoice). If the flooring is repaired or replaced under this warranty, the replacement will continue to be covered only for the remainder of the original warranty period; the warranty period is not reset or extended due to a repair or replacement. The Company reserves the right to change the availability or duration of warranty terms for new products, but no change will apply retroactively to products already purchased.

2. Scope of Coverage – What Is Covered

During the applicable Warranty Period and under normal use and proper installation/maintenance, ADAMIF vinyl flooring is warranted against the following defects in materials and workmanship:

- **Manufacturing Defects:** The product will be free from manufacturing defects in material or workmanship. This means the planks/tiles, as delivered, will be properly milled, laminated, and finished. Any such

defect reported prior to installation will be addressed according to this warranty. (Visible defects should be reported before installation – see Section 3, Exclusions.)

- **Wear-Through of Wear Layer:** The factory-applied wear layer will not wear through to expose the decorative layer under normal household foot traffic conditions during the warranty period. “Wear-through” means complete loss of the wear layer over at least 2 square inches of flooring, not including superficial scratches or reduction in gloss (which are excluded as normal wear – see Section 3).
- **Fade and Stain Resistance:** The floor’s color will not fade or discolor beyond normal variation from exposure to indoor light or normal sunlight, and the floor will not stain from common household substances under normal use. This means the printed design layer is warranted not to fade or show permanent stains under typical residential conditions (including exposure to sunlight through windows) for the duration of the warranty. (Note: Some slight fading or loss of gloss over time is considered normal aging and is not covered – see Section 3.)
- **Water Resistance:** The synthetic materials in ADAMIF vinyl flooring make it inherently water-resistant. The flooring planks/tiles are warranted not to permanently delaminate, swell, or buckle from topical water spills or pet accidents, provided they are promptly wiped up and the flooring is properly installed (with seams properly locked). (This warranty covers the vinyl flooring itself as waterproof; however, it does not cover damage to the subfloor or mold/mildew issues caused by prolonged moisture exposure – see Section 3.)
- **Structural Integrity / Delamination:** The floor’s structure (including the wear layer, printed design layer, core, and backing) will remain securely bonded. The planks/tiles will not delaminate (separate into layers) under normal use, and the joint integrity (click or adhesive bond) will not fail when installed according to guidelines. The product is also warranted not to develop large gaps between planks due to product defect. (“Large gap” defined as a gap wider than the thickness of a standard business card and longer than 2”), provided the flooring was installed in a controlled environment as per installation instructions.

If a defect in any of the above areas is discovered within the applicable warranty period, the Company will address it as described in Section 5 (Remedies), provided that all conditions of this warranty are met.

3. Warranty Exclusions and Limitations – What Is Not Covered

This limited warranty does not cover any issues, problems, or damages caused by factors other than manufacturing defects in the flooring itself. The intent of this warranty is to cover only the specified defects in Section 2 for floors installed and maintained according to our guidelines. The following are excluded from coverage under this warranty:

- **Improper Installation or Maintenance**

Any failure, defect, or damage caused by installation not in strict accordance with the manufacturer's instructions and applicable industry standards is not covered. This includes, but is not limited to, damage or defects caused by:

- Incorrect installation techniques, improper subfloor preparation, or use of adhesives or underlayments not recommended for vinyl flooring.
- Installation over an unsuitable subfloor (e.g., inadequately leveled surfaces, subfloors with excessive moisture or alkaline content).
- Failure to acclimate the flooring (if required) or improper site conditions (installing in an environment outside the recommended temperature/humidity range).
- Improper maintenance or care, such as using inappropriate cleaning agents, wet mopping (saturating the floor with water), or abrasive scrubbing that damages the wear layer. All maintenance must follow the Company's care instructions; damage from neglect or improper care is excluded.

- **Improper or Excessive Moisture Exposure**

While ADAMIF vinyl flooring is water-resistant, this warranty does not cover damage from excessive moisture, flooding, or leaks. Exclusions include:

- Damage from plumbing leaks, overflowing sinks or baths, flooding, weather, or natural disasters.
- Standing water left on the floor for extended periods, or prolonged exposure to high humidity or moisture (e.g., uncorrected subfloor moisture issues, hydrostatic pressure, or vapor emissions).
- Mold or mildew growth or discoloration caused by prolonged exposure to moisture or alkalinity from below or above the floor (for example, mold resulting from a flood or chronic dampness is not covered).
- Installation in wet areas not suited for vinyl flooring or in areas

with persistent moisture problems (e.g., saunas, showers, outdoors) is not covered.

- **Extreme Environmental Conditions**

This warranty excludes damage or deformation resulting from exposure of the floor to extreme conditions outside normal residential/commercial indoor environments. For example

- Outdoor use: Any installation of ADAMIF flooring outdoors or in semi-outdoor areas (e.g., patios, sunrooms without climate control, open garages) will void the warranty.
- Exposure to extremely high or low temperatures, or extreme fluctuations in temperature or humidity beyond the product's specified range. (For instance, no coverage if installed in an area that is not temperature-controlled, such as an unheated vacation cabin that freezes in winter or an area without air conditioning that exceeds the product's heat tolerance).
- Direct sunlight exposure causing excessive heating of the floor (e.g., sunrooms with floor-to-ceiling windows and no shades) – this can cause thermal expansion or discoloration and is not covered. Normal sunlight through windows is expected and the product is UV-stabilized, but overexposure leading to abnormal fading is excluded.
- Radiant heating systems that are not installed or operated per the flooring and heater guidelines. (If the flooring is approved for radiant heat, the system must not exceed recommended temperature. Damage from improper radiant heat setup is excluded).

- **Use Outside Intended Purpose**

This warranty applies to flooring installed for its intended purpose as an indoor floor covering. It does not cover:

- Use of the product on walls, ceilings, or other non-flooring surfaces.
- Use as furniture, or any purpose other than as interior flooring.
- Installation on stairs or ramps, unless the product is expressly approved and installed with proper stair nosings according to the installation instructions (improper stair installation voids warranty due to unique stress on flooring edges).

- **Normal Wear and Tear / Appearance Changes**

This warranty does not cover conditions arising from normal wear and

tear or aesthetic changes that occur naturally over time, such as

- Minor scratches, dents, chips, or scuff marks in the floor's surface finish caused by regular use, accidents, or moving furniture. (While the wear layer is durable, small surface scratches or dulling are a normal part of floor aging and are not considered a defect.)
- Gloss reduction or surface dulling over time. Gradual loss of gloss or finish sheen is not considered "wear-through" of the wear layer and is not covered.
- Slight color or shade variations between planks, or between product samples and the installed floor. Wood- or stone-look vinyl products may have natural-looking color variations. Such variations are normal and not defects. Claims for color/shade variation will not be accepted after installation.
- Fading or discoloration that is considered normal over the product's life. For example, slight fading in areas with sun exposure or minor yellowing over many years can occur and is not covered unless it is excessive or abnormal within the warranty period under normal conditions.
- Changes in color or sheen due to aging, exposure to light, or heat – for instance, heating vents or rubber-backed mats causing discoloration are not covered. (Rubber-backed mats can cause chemical reactions leading to staining or discoloration, which is excluded from warranty coverage.)

- **Accidents, Abuse, or Misuse**

Any damage caused by events or user actions beyond normal use is excluded. For example:

- Impact damage (gouges, cuts, or dents from dropping heavy or sharp objects).
- Pet damage such as chewing, or scratching beyond what the wear layer can reasonably resist. (Pets' nails should be kept trimmed to minimize scratches; scratches from pets are not a product defect.)
- Damage from high heels, cleats, or heavy rolling loads that exceed the floor's design specifications.
- Dragging heavy furniture or appliances without proper protection (always use felt pads or sliders; dragging items can scratch or tear the floor and is not covered).

- Chemical damage from spills of harsh chemicals, solvents, paints, dyes, or other non-household chemicals. For instance, staining or deterioration from oil, acetone, acids, or other corrosive substances is not covered.
 - Burns or heat damage from sources like cigarettes, matches, curling irons, or other hot objects.
 - Damage from sharp objects like pet claws, furniture legs without protectors, or unprotected chair casters (use soft casters/mats under rolling chairs).
- **Improper Products or Accessories**

This warranty does not cover problems caused by the use of non-recommended adhesives, sealers, or cleaning products. Only use installation and maintenance products recommended by the Company. The use of improper materials that cause damage or do not perform with the flooring will void the warranty.
- **Secondary Damage / Indirect Costs**

Consequential or incidental damages arising from floor issues are not covered. For example, the warranty will not cover costs of removing or replacing cabinets, furniture, or other fixtures to repair the floor, nor cover hotel stays or lost time, or damage to the subfloor or structure of the building. The warranty is limited to the floor material only and only to the extent stated in this document.
- **Unauthorized or Third-Party Purchases**

This warranty applies only to first-quality ADAMIF flooring purchased through VinylPro Flooring LLC or its authorized distributors/retailers. Flooring sold as “odd lots,” “seconds,” “as-is,” or through unauthorized channels is not covered by this warranty. Also, any purchases by a contractor or installer that are then resold to an end consumer are only covered if the end consumer is the original user and has proper documentation; otherwise, the warranty may not apply.
- **Alterations or Repairs by Others**

Any alteration, repair, or refinish attempt on the flooring by a third party or the homeowner without written authorization from the Company will void this warranty as to the affected area. This includes re-coating the floor with unapproved finishes or treatments – the factory finish is the only finish warranted.

If any of the above Exclusions apply, the Company will not be obligated to address the claim under this warranty. Please note that installation of the

flooring by the purchaser or installer constitutes acceptance of the flooring's appearance and quality. Always inspect flooring planks for visible defects or damage before installation; claims for visible defects (e.g., wrong color, obvious damage, excessive variation) will not be accepted after the product is installed.

4. How to Make a Warranty Claim

- **Notify the Seller/Company Promptly**

Notify your VinylPro Flooring LLC authorized retailer or contact VinylPro Flooring LLC's customer service in writing as soon as the problem is discovered. To remain eligible for warranty service, claims must be submitted within the warranty period and no later than 90 days from the date the issue is first observed. Delay in reporting a known problem may void coverage.

- **Provide Proof of Purchase**

Prepare documentation showing proof of original purchase of the flooring. This includes a copy of your sales receipt or invoice indicating the date of purchase, product name/SKU, quantity, and the retailer (or supplier).

- **Describe the Issue**

Provide a detailed description of the issue and how it is manifesting. Include relevant information such as the room of installation, installation method, and when you first noticed the problem. If possible, also supply photographs that show the problem area and overall floor.

- **Allow Inspection**

The Company (or its designated agent/inspector) may request an on-site inspection of the flooring or ask for samples of the product and/or damaged portion for testing. You must provide VinylPro Flooring LLC a reasonable opportunity to inspect the floor in situ or examine the allegedly defective material before any removal or alteration. Do not remove the flooring prior to inspection unless instructed to do so. In some cases, you may be given a claim form to fill out or additional instructions for sending samples.

- **Submit Required Information**

Along with your claim, submit any additional information the Company requests to evaluate the claim. This may include moisture test results (if moisture-related), photos of the subfloor, maintenance records, etc., depending on the nature of the claim. Ensure all information provided is accurate and complete to avoid delays.

- **Claim Evaluation**

The Company will review the claim and inspect any returned samples or inspection reports. This process may take some time to allow for proper technical analysis. VinylPro Flooring LLC reserves the right to investigate and verify all claims; you may be contacted for further information during this process.

- **Decision and Remedy**

If the claim is approved (i.e., the issue is determined to be a covered defect under this warranty), VinylPro Flooring LLC will proceed with one of the warranty remedies described in Section 5. You will be informed of the findings and the proposed remedy. If the claim is not approved (for example, if the issue is determined to fall under an exclusion or result from misuse), the Company will notify you and no remedy will be provided under this warranty.

Important: Do not proceed with any repair or replacement on your own until you receive instructions from VinylPro Flooring LLC. Unauthorized repairs or removal of the floor before resolution can void your warranty. The Company is not responsible for claims not made within the stated timeframes or for incomplete claims.

For any warranty questions or to initiate a claim, you may contact VinylPro Flooring LLC at [Contact Information] (e.g., a customer service phone number or email address) for guidance. We recommend keeping copies of all communications and documents for your records during the claim process.

5. Warranty Remedies (What VinylPro Will Do)

If a claim under this warranty is approved, VinylPro Flooring LLC will, at its sole option, provide one of the following remedies to address the covered defect:

- **Repair**

If feasible, the Company may arrange for professional repair of the affected area of the flooring. This could include spot fixing or refinishing of a portion of the floor to restore it to an acceptable condition. (Due to the nature of vinyl flooring, repair is less common; replacement is typically provided if a defect is confirmed. Any repairs would be performed by or authorized by the Company.)

- **Replacement of Defective Flooring**

The Company may provide replacement flooring planks/tiles to replace the ones that are confirmed to be defective. The replacement will be of the same product and design if available, or if the exact product is

discontinued or unavailable, of a similar quality and style currently offered that closely matches the original. The remedy applies only to the affected area of the floor. VinylPro will supply a reasonable quantity of new flooring to replace the defective material of the specific area that is proven defective. At the Company's discretion, a partial replacement may be made if only a portion of the floor is affected.

- **Refund of Purchase Price**

In lieu of providing replacement product, VinylPro Flooring LLC may choose to refund the original purchase price of the defective portion of flooring. This refund may be pro-rated based on the time the floor was installed relative to the warranty length (for instance, a full refund for a defect reported soon after installation, or a partial credit for a defect that manifests after many years of use). Refunds will apply to the cost of the flooring material only (excluding installation costs).

In all cases, the choice of remedy (repair, replace, or refund) is at the Company's discretion. The remedy provided under this warranty is intended to correct the proven defect in the flooring without charge for the flooring material to the customer. Any replaced flooring provided under warranty will be warranted for the remainder of the original warranty period only (no new warranty is given for replacement material beyond the original term).

Limitations of Remedy

The warranty remedy is limited to the repair, replacement, or refund as described above. This warranty does not cover labor costs or other expenses related to removal of defective flooring, installation of replacement flooring, or any other related costs. For example, the costs of removing and reinstalling cabinets, moving furniture, or hiring installers are not covered by this warranty. Those costs shall be the responsibility of the customer. In some cases, at its discretion, the Company may provide a specific amount or credit toward reasonable labor costs, but this is not guaranteed or implied by this warranty. VinylPro Flooring LLC will also cover any reasonable shipping costs for any replacement flooring sent to you if your claim is approved (the Company will pay to ship the warranty replacement materials to you). However, the Company is not liable for any other costs or damages. The warranty remedy (repair/replacement/refund of the flooring material) is the sole and exclusive remedy available to you under this warranty.

6. Limitations of Liability and Legal Rights

Limited Warranty – No Other Warranties:



This document contains the full and exclusive warranty provided by VinylPro Flooring LLC for ADAMIF vinyl flooring. To the maximum extent permitted by law, no other warranties are given, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. If any implied warranty is legally required, then such implied warranty is limited in duration to the duration of the express warranty provided above. In other words, any implied warranties cannot exceed the term of this Limited Warranty. Some states do not allow limitations on how long an implied warranty lasts, so this limitation may not apply to you.

No Consequential or Incidental Damages

The Company's liability is limited to the remedies stated in this warranty. Under no circumstances will VinylPro Flooring LLC be liable for any incidental or consequential damages arising out of the use of the product or arising out of any breach of this warranty. This means we will not pay for any loss, expense, or damage other than the flooring itself. For example, we are not responsible for personal injuries or property damage, loss of use, lost profits, alternate accommodation expenses, or any other indirect or consequential losses caused by a defect or the repair/replacement process. All such incidental or consequential damages are disclaimed. (Note: Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation may not apply to you in certain jurisdictions.)

Non-Transferability

As noted, this warranty extends only to the original purchaser and first installation of the product. It cannot be transferred to subsequent owners or installations. If the flooring is removed and reinstalled at a new location, or if the property is sold, the warranty becomes void.

Conditions of Warranty

This warranty is only valid if the flooring is installed in an indoor environment and maintained according to VinylPro's guidelines. The owner must also retain their proof of purchase and be able to provide the batch/run numbers of the product if requested (often found on packaging) to validate that the product is genuine ADAMIF flooring. The Company has the right to inspect the floor and investigate any claims (including obtaining information on installation conditions, maintenance, and usage) before approving a warranty claim.

No Other Representations

No installer, retailer, distributor, or employee has the authority to alter the terms of this warranty or make any additional promises or representations about the flooring. VinylPro Flooring LLC will not be bound by any statements or



representations that go beyond what is written in this warranty. This warranty may not be modified or extended except in a writing issued by an authorized representative of VinylPro Flooring LLC.

Legal Rights

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state. This limited warranty is governed by the laws of the state in which the product was purchased and by applicable U.S. federal laws. It is intended to comply with the Magnuson-Moss Warranty Act and other relevant regulations. If any term of this warranty is found to be unlawful or unenforceable, the remaining terms shall remain in effect.

Disclaimer

VinylPro Flooring LLC's obligation under this warranty is limited to the repair, replacement, or refund of the defective product as described herein. Except for these remedies, the Company shall not be liable for any costs or damages whatsoever arising in connection with the purchase or use of ADAMIF vinyl flooring. By using the product, the purchaser accepts this allocation of risk and the terms of this limited warranty.

We stand behind the quality of our ADAMIF vinyl flooring and will work with you to ensure any covered issue is resolved promptly and fairly within the terms of this warranty. Enjoy your new flooring with confidence in its durability and our support.