CPF FLOORS
Smart Flooring Supply

Warranty

Version:6/11/2021

Type	Product	Durance
Residential warranty | CPF FLOORS LLC SPC FLOORS | STONE PLASTIC COMPOSITE	22 Mil Planks	30 Years
	20 Mil Planks	25 Years
	16 Mil Planks	25 Years
	12 Mil Planks	25 Years
Commercial warranty | CPF FLOORS LLC SPC FLOORS | STONE PLASTIC COMPOSITE	22 Mil Planks	10 Years
	20 Mil Planks	7 Years
	16 Mil Planks	5 Years
	12 Mil Planks	Not available

General conditions

This limited warranty is granted by CPF FLOORS LLC, having its registered office at 6700 NW 77th Court, STE 140, Miami FL 33166, subscribed in the register of legal entities in the State of Florida, USA.

What does this limited warranty cover?

This warranty document is valid for all Coreproof Floors and Quicksurfaces Floors Brands (Deco54, Quick48+, Alpha22, Spirit XL, Deco Square and Project 2.0) and Coreproof Floors accessories (Core-Moldings, Corepad underlays and profiles) from CPF Floors LLC. The limited warranty can only be invoked if all conditions below are duly and correctly fulfilled. When there is any doubt, you can contact the retailer, distributor or manufacturer.

1. The limited warranty is only applicable to the first installation by the original customer. The limited warranty is not transferrable. The original customer is the customer who is mentioned on the purchase document as the buyer.

2. The limited warranty is applicable to all Coreproof Floors and Quicksurfaces Floors Brands (Deco54, Quick48+, Alpha22, Spirit XL, Deco Square and Project 2.0) and Coreproof Floors accessories (Core Moldings, Corepad underlays and profiles) products to the extent that they are purchased after the edition date of this document.

3. The limited warranty is only applicable to invisible defects. Floor-boards and accessories need to be checked for visible defects prior to and during the installation under optimal lighting. When visible defects are present prior to installation, the distributor needs to be informed. Hereafter, such complaints will not be accepted. A claim for all visible defects must be inserted before installation. Claims for visible defects of products after the installation of the products are hereby explicitly excluded.

4. The product should be installed and maintained in accordance with the installation instructions of Coreproof Floors and Quicksurfaces Floors Brands (Deco54, Quick48+, Alpha22, Spirit XL, Deco Square and Project 2.0) and Coreproof Floors accessories (Core-Moldings, Corepad underlays and profiles) from CPF Floors LLC relevant on the date of production which is printed on the back of the product and on the boxes. The installation manual can be found on the website (www.cpffloors.com). When the installation was performed by a professional company, this company is obliged to refer the end user to the installation guide and the warranty document.

5. The limited warranty is only valid and can only be claimed to the extent that the product was installed in areas that correspond with its intended use, and in accordance with the usage classification referred to in the installation instructions and on the box

Exclusions and Limitations to the limited Warranty

In addition to any warranty limitation enumerated above, the following exclusions, limitations and terms apply to this limited warranty:

1. Failure to follow the instructions in the installation manual before, during and after the installation.

2. Surface wear. Surface wear is defined as worn out spots larger than 0.16 sqin / 1 cm^2. The spots may not be caused by wrongful installation, cleaning or damage like scratches and dents. For protection of the product, furniture felt pads, suitable, non-rubber doormats and soft wheels or protective mats under castor chairs must be used.

3. The product limited warranty only applies to defaults inherent to the product delivered. Meaning that the limited warranty does not cover damage to the product caused by:

- Transport, storage and handling.
- Installation of any other pattern as described in the Installation Guide.
- Accidents, product misuse or product abuse, such as racks, blows and cuts caused by falling, dropped, cutting or grinding objects scratches and finish damages caused by sand, grit (i.e. lack of precautions according to chapter “Maintenance” described in the installation instructions of CPF Floors LLC) or other abrasive materials regardless of whether these are caused by a contractor, service company or the end user.
- Wear and tear (aging), i.e. scratches, gloss changing, color fastness, friction marks and similar marks in the floor surface.

Long-during exposure to water (i.e. longer than 72h). Coreproof Floors and Quicksurfaces Floors Brands (Deco54, Quick48+, Alpha22, Spirit XL, Deco Square and Project 2.0) and Coreproof Floors accessories (Core-EPS Moldings and profiles) are Waterproof from the surface if the product receive moisture from the bottom may suffer moisture imbalance and will wrap. Concrete Moisture will damage the product if it is higher than 95%, the flooring installer should be certified and always do moisture testing prior installation, if the installer do not want to do moisture testing they must lay a vapor barrier 6 mils poly and that will not guaranteed that the floor will do not get damage by excessive moisture or water vapor coming from underneath. Improper maintenance or use of unsuitable cleaning agents. The proper procedures can be found in the installation instructions under “Maintenance”.

4. Coreproof Floors and Quicksurfaces Floors Brands (Deco54, Quick48+, Alpha22, Spirit XL, Deco Square and Project 2.0) and Coreproof Floors accessories (Core-Moldings, Corepad underlays and profiles) may not be installed in saunas, verandas or outdoors. For other areas the following recommendations concerning maximum allowable surface need to be followed:

- 5-25°C (Heating, Ventilation & Air Conditioning): 30x30m
- 5-40°C (normal):15x15m
- 5-70°C (extreme): 5x5m

Residential Warranty

The residential warranty is applicable to all Coreproof Floors and Quicksurfaces Floors Brands (Deco54, Quick48+, Alpha22, Spirit XL, Deco Square and Project 2.0) and Coreproof Floors accessories (Core-Moldings, Corepad underlays and profiles) placed indoors and used for residential purposes. A lifetime warranty is offered.

1. The residential lifetime warranty has a limit of 30 years on applicable collections.

2. The warranty is valid from the moment the planks/tiles are purchased, the date can be found on the original purchase receipt.

3. Following policy is maintained concerning the reduction of the value over the years: year 1 – 10, 100% of the value; year 11 – 15, 75% of the value; year 16 – 20: 50% of the value; year 21 – 25: 25% of the value.

4. The services presented in this warranty document do not prolong the warranty nor do they start a new warranty period.

Commercial warranty

The commercial warranty is applicable to all Coreproof Floors and Quicksurfaces Floors Brands (Deco54, Quick48+, Alpha22, Spirit XL, Deco Square and Project 2.0) and Coreproof Floors accessories (Core-Moldings, Corepad underlays and profiles) placed indoors and used for commercial purposes. Awarranty of 10 years is offered on applicable collections.

1. The warranty is valid fromthe moment the planks/tiles are purchased, the date can be found on the original purchase receipt.

2. Following policy is maintained concerning the reduction of the value over the years: year 1 – 2: 100% of the value; year 3 – 4: 75% of the value; year 5 – 7: 50% of the value.

3. We recommend using metal or aluminumprofiles in commercial applications.

4. The services presented in this warranty document do not prolong the warranty nor do they start a newwarranty period.

5. For specific commercial applications like hospitals, government buildings, etc. where additional tests and certifications might apply, the commercial warranty is not valid. Any of these specific commercial applicationshave tobe reviewedon a case-by-case basisby our quality department.

We strongly recommend contacting your distributor before starting your commercial project to ensure you choose the right floor and the right accessories. What to do in case of an unlikely defect:

You should contact your dealer (or CPF Floors LLC directly) within 2 weeks of the date upon which the defect first became known. Documents that should be submitted to CPF Floors when reporting the claimare a filled out claim form (can be obtained by mailing info@cpffloors.com) accompanied by a copy of the original purchase receipt, the sticker on the box and some pictures of the defect. CPF Floors LLC has the right to inspect the floor and the way it was installed, on the spot.

If a product problemcovered by the warranty is acknowledged by CPFFloors LLC, the manufacturer will offer a re- placement of the defective floor boards in the same design (or equivalent when not available). If applicable, a refund for the installation costs will be provided following the next principle: year 1 – 2: 100% of the value of the installation cost; year 3 - 4: 50% of the value of the installation cost; year 5 – 6: 25% of the value of the installation cost; year > 6: 0% of the value of the installation cost. The original receipts of the professional installation must be presented to obtain an installation refund.

The product warranty does not cover any labor cost associated with replacement of damaged material covered by the warranty. This warranty does not cover any consequential or special incidental charges, damages or losses.

Liability Limitations

The above statement of warranty is the only warranty provided by CPFFloors LLCfor itsCoreproof Floors and Quicksurfaces Floors Brands (Deco54, Quick48+, Alpha22, Spirit XL, Deco Square and Project 2.0) and Coreproof Floors accessories (Core-Moldings, Corepad underlays and profiles). This warranty is exclusive and in lieu of any and all other warranties whether oral or written, or express or implied, CPF Floors LLC also specifically disclaims any and all implied warranties, including without limitation, warranties of merchantability or fitnessfor aparticular purpose. Noretailer, installer, dealer, distributor, agent oremployee has authority to increase the scope or alter the terms or coverage of thiswarranty.

No agreement torepair or replace shall inany event act toextend the periodof coverage of any warranty pro-vided.

In no event shall CPFFloors LLCbe liable or in any manner responsible for any claim, loss or damage arising from the purchase, use or inability to use its products or from any form of special, indirect, incidental, or consequential damages, including, without limitation, lost profits, emotional, multiple, punitive or exculpatory damages or attorney's fees, even if CPF Floors LLCor itsrepresentatives have been advised of the possibility of such damages before sale.

Legal framework

Thiswarranty grants you specific legal rights, which may vary fromcountry to country. Some countries do not allow the exclusion or limitation of implied warranties or incidental, consequential, emotional distressor punitive damages and in suchevent, the exclusions and limitations set forth above shall be construed and enforced to the fullest extent possible by the laws of any such state. Accordingly, some of the above limitations may not apply to you.

Disclaimer Regarding Variation in Thickness of Vinyl Flooring Wear Layers and Performance Attributes

CPF Floors LLC ("CPF") wishes to inform our valued customers about possible variations in the thickness of the wear layers of vinyl flooring and the way performance attributes are represented. We understand the importance of providing high-quality products and want to ensure that our customers have a full understan-ding of our products' characteristics and performance attributes.

Natural Variations: Vinyl flooring is manufactured products, and as such, they may be subject to natural variations in the thickness of the wear layers. These variations can result from manufacturing processes and other factors inherent to the production of construction materials.

Manufacturing Tolerances: The wear layers of vinyl flooring may fall within the manufacturing tolerances established by industry manufacturers. These tolerances may allow for some variation in wear layer thick-ness while still meeting quality and performance standards.

Performance Attributes: CPF may represent the performance of certain vinyl flooring products using values such as "22MIL" or "20MIL." It is important to note that these values do not refer to the total thickness of the product but rather to how the product performs in use. Our sales representatives and technical team explicitly explain this distinction to all consumers of our products.

Variation in Thickness Measurement: CPF acknowledges that variations in thickness measurement may occur within the bounds of manufacturing tolerances. These variations are normal and do not impact the product's intended performance or durability.

Industry Examples: In the flooring industry, product names and designations may not always reflect precise measurements. For instance, consider the example of pine baseboards labeled as "1x6." In reality, these baseboards often have a profile measuring 9/16"x5 1/2". Such designations are used for simplification and convenience. CPF encourages customers to seek clarification if they have any doubts about product specifications.

By making a purchase from CPF, our customers acknowledge and accept that variations in wear layer thickness measurements may occur, and CPF is not liable for such variations within the bounds of manufacturing tolerances and product specifications. CPF is committed to addressing any issues and standing by our products.

Customers are encouraged to consult with our sales representatives or technical team if they have any questions or concerns regarding the performance attributes of our products.