



Flooring Alpha SPC Flooring Limited Warranty & Liability Disclaimer

By purchasing, installing, or using SPC (Stone Plastic Composite) flooring products distributed by Flooring Alpha (“Company”), the purchaser (“Customer”) acknowledges and agrees to the terms outlined in this Limited Warranty and Liability Disclaimer.

1. Limited Warranty Coverage

1.1 Warranty Term

Residential Use:

25-Year Limited Residential Warranty from original date of purchase.

Light Commercial Use:

5-Year Limited Light Commercial Warranty from original date of purchase.

Light commercial use is defined as low-traffic professional office environments. Retail, restaurant, salon, gym, medical, industrial, institutional, rental, or high-traffic environments are excluded unless approved in writing by Flooring Alpha.

1.2 What Is Covered

This warranty covers:

- Manufacturing defects in material and workmanship
- Structural integrity of the SPC plank under normal use

This warranty applies to the original purchaser only and is non-transferable.

Coverage applies to material replacement value only, subject to the proration schedule below.

2. Residential Proration Schedule

If a verified manufacturing defect is approved:

- Years 1–5: 100% material replacement
- Years 6–10: 50% material replacement
- Years 11–25: 25% material replacement

Proration is based on the original purchase price of defective material only.

The 5-Year Light Commercial Warranty is non-prorated and limited to material replacement during the five-year term.

3. Waterproof Clarification

SPC planks are waterproof in composition. However, waterproof plank construction does **not** make the installation, structure, or jobsite waterproof.

This warranty does not cover:

- Standing water
- Flooding

- Plumbing leaks
- Slab moisture migration
- Hydrostatic pressure
- Water intrusion of any kind
- Mold or mildew

Water damage from external or subfloor sources is expressly excluded.

4. Installation & JobSite Requirements

Warranty eligibility requires:

- Subfloor must be flat, level, structurally sound, clean, and dry
- Moisture levels must meet manufacturer guidelines
- Proper expansion gaps must be maintained at all perimeters and fixed objects
- Premium moisture barrier or approved underlayment must be used as recommended
- Installation must follow industry standards and manufacturer instructions
- Interior temperature and humidity must be properly maintained

Failure to meet these conditions voids the warranty.

5. Customer Responsibilities

To maintain warranty coverage, Customer must:

- Inspect all materials prior to installation
- Do not install products with visible defects
- Retain proof of purchase
- Maintain flooring according to guidelines

- Use furniture pads and rolling chair mats
- Avoid dragging heavy objects without protection
- Avoid steam cleaning
- Avoid unapproved chemicals

Products installed with visible defects are deemed accepted and are not eligible for claims related to appearance.

6. Exclusions

This warranty does not cover:

- Improper installation
 - Failure to leave expansion gaps
 - Damage from moisture, flooding, or standing water
 - Damage from excessive heat or direct sunlight without window protection
 - Temperatures exceeding manufacturer recommendations
 - UV exposure or discoloration
 - Normal wear, scratches, dents, or stains
 - Damage from furniture, appliances, rolling chairs without mats
 - Steam cleaning
 - Unapproved cleaning agents
 - Misuse, neglect, or accidents
 - Third-party underlayment, adhesives, moldings, or accessories not supplied by Flooring Alpha
 - Labor, shipping, removal, or reinstallation costs
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7. Remedies

If a claim is determined valid, Flooring Alpha may, at its sole discretion:

- Repair the defective product
- Replace the defective product
- Refund the original purchase price of the defective material

Labor, freight, delivery, removal, and reinstallation costs are not covered.

8. Limitation of Liability

Liability is strictly limited to the original purchase price of the defective SPC material.

Flooring Alpha shall not be liable for any indirect, incidental, consequential, special, or punitive damages, including but not limited to damage to subfloor, property, business interruption, or loss of use.

No installer, dealer, sales representative, or employee is authorized to modify, extend, or alter this warranty.

No implied warranties, including merchantability or fitness for a particular purpose, extend beyond the terms stated herein.

9. Compliance

Customer is responsible for ensuring installation and jobsite conditions comply with all applicable local building codes and regulations.

10. Warranty Claims

To initiate a claim:

Phone: [832-206-0356](tel:832-206-0356)

Email: support@flooringalpha.com

Customer must provide:

- Proof of purchase
- Description of issue
- Photographs or video documentation
- Additional documentation if requested

Flooring Alpha reserves the right to inspect the product prior to claim approval.

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