

Wellmade® HDPC® Rigid Core Locking Vinyl Plank with Attached Pad

Warranty

PRODUCTS & COVERAGE

Wellmade warrants that its HDPC rigid core flooring will be free from manufacturing defects. This Limited Warranty only applies provided the flooring covered by this warranty is installed and maintained according to the Wellmade Installation Instructions.

Wellmade warrants that its flooring is free of visual defects. You and/or your installer should carefully inspect each piece before installation. Products with visible defects must not be installed under any circumstances. The retailer must be informed in writing of such defects within 15 days. After this time has elapsed, no further claims will be accepted.

Color and gloss issues resulting from material added to an existing installation later and non-warranty related repairs are excluded from coverage. Wellmade will not be responsible for any claim for flooring installed with visual defects. Material installed with visible defects is considered accepted by the owner.

Wellmade with attached pad, includes a pre-attached sound mitigating pad. No additional pad is required. Product failure due to additional underlayment installed under the flooring is not covered by this warranty.

Limited Warranty – See Wearlayer on product purchased.

- a. 6mil & 8mil wear layer: 15 Year residential
- b. 12mil Wearlayer: Lifetime residential and 10-year light/medium commercial warranty
- c. 20mil – 22mil Wearlayer: Lifetime residential and 15-year light/medium commercial warranty
- d. 28mil – 30mil Wearlayer: Lifetime residential and 20-year light/medium commercial warranty

Definition of Warranty:

Within One Year: Full credit for defective material/100 percent of reasonable labor costs.

Within Three Years: Full credit for defective material/50 percent of reasonable labor costs.

After Three Years: Full credit for defective material/No labor reimbursement.

This Warranty is non-transferable and applies to the original purchaser when purchased from an authorized dealer. Proof of purchase required. In all cases, Wellmade® reserves the right to inspect the flooring and to remove a sample for analysis, if necessary.

Wellmade limited warranties are valid provided the HDPC flooring is installed and maintained in accordance with Wellmade HDPC installation and maintenance guidelines available on-line at www.wellmade floors.com. Wellmade reserves the right to deny applicable replacement labor charges if original flooring was not installed by a professional flooring installer.

What the Residential Limited Wear Warranty Covers:

This flooring is warranted that:

- Will not wear-through the finish under normal foot traffic conditions for the defined time period above. (scratches or reduction in gloss level is not considered wear).
- Wear-through is defined as total loss of design pattern with 100% Wearlayer and finish removal over a minimum of 3% of the total installation.

What the Commercial Flooring Warranty Covers:

Floors are warranted for light/medium commercial* use from the date of original purchaser:

- Will not wear-through the finish under normal foot traffic conditions for the defined time period above. (scratches or reduction in gloss level is not considered wear).

- Wear-through is defined as total loss of design pattern with 100% Wearlayer and finish removal over a minimum of 3% of the total installation

**Light / Medium Commercial is defined as areas such as privately owned businesses, multifamily units, and activity common areas: Small retail shops, small salons, small restaurants, doctor/dentist offices, small daycare. Heavier traffic areas, high traffic entries, terminals, large retail, food preparation areas, heavy commercial hospital areas or any area where there are heavy rolling loads are not covered by this warranty*

Moisture Warranty

Wellmade warrants the flooring in its original manufactured state to the original purchaser from the date of purchase, under normal and reasonable use, that the surface, when properly installed, shall be resistant to damage from typical damp mopping or normal household spills that are not left unattended. The Moisture Warranty does not cover flooding, leaking pipes, household mechanical failures, or appliance leaks.

What you should do if any of the above listed problems occur:

The original residential purchaser should notify their local retailer from which the original purchase was made of any defect no later than 15 days after discovering the defect but within the same time period of this limited warranty. The original residential purchaser must take the following actions and present the following items for a limited warranty claim to be considered:

- 1) Contact your HDPC Flooring retailer no later than 30 days after the discovery of the defect.
- 2) Original Proof of purchase is required.
- 3) Your retailer will assist in coordinating a resolution of your claim.
- 4) In all cases, Wellmade® reserves the right to inspect the flooring and to remove a sample for analysis, if necessary.

What Wellmade will do:

Wellmade will replace or repair defective planks beyond standard 5% waste factor and worn planks with wear-through greater than outlined above at no cost to you when installed as an interior residential/light commercial floor, subject to the terms and provisions in this document. Exterior installation voids the scope of this Warranty. To receive replacement planks, defective material must be confirmed and reported in writing to the retailer from which flooring was purchased within the applicable warranty period.

Scope of labor liability: Under the following guidelines, reasonable labor charges to replace defective planks will be reimbursed through Wellmade if the original floors were installed by a professional flooring contractor (receipt/payment of installation is required). Wellmade reserves the right to deny applicable replacement labor charges if original flooring was not installed by a professional flooring installer.

LIMITATIONS AND EXCLUSIONS:

If the original design/color/style is no longer available, Wellmade reserves the right to substitute another design of similar structure and value from which the consumer may select.

This warranty does not apply to any product or products designated or sold "As Is".

This limited warranty is valid in North America, is not transferable, and extends only to the original purchaser of flooring installed in the area for which was originally installed. The flooring must be installed in accordance with HDPC® Rigid Core vinyl installation instructions.

This limited warranty will not apply to damage arising from any of the following:

- Accidents, abuse or misuse
- Extreme heat or cold
- Scratching, impact indentation, or cutting
- Improper workmanship or installation not in accordance with HDPC® Rigid Core installation instructions

- Improper maintenance
- Freight damage
- Staining from non-consumable food and drink items.
- Damages by acts of God
- For pet related issues, clean any affected area immediately. Any scratching and/or staining resulting from urine, feces, or vomit not immediately cleaned up from the floor is not covered under these warranties.
- Fading, squeaking, or loss of gloss over time.
- These warranties do not apply to damage from exposure to extreme heat or sunlight exposure, dryness, or stains because of the use of chemical or industrial products (other than recommended cleaning products).
- These warranties do not apply to gaps that are 1/16inch or less (1.57mm), which is not a failure of the locking system.
- Water damage from excessive moisture in a concrete slab; hydrostatic pressure; flooding; household mechanical failures; damage caused by water underneath the flooring; natural disasters.
- The warranty excludes damage to furniture, fixtures, walls, subfloors, moldings, trims, underlayments, radiant heating elements or anything not related to Wellmade HDPC Rigid Core Vinyl Flooring.
- Any damage resulting from mold and mildew growth is not covered under this warranty.

Wellmade excludes and will not pay incidental or consequential damages under this warranty. By this we mean any loss, expense, or damages other than to the flooring itself that may result from a defect in the flooring. No implied warranties extend beyond the term of this written warranty. No installer, retailer, agent, or other has the authority to increase or alter the obligations or limitations of this warranty.

WMHDPCWarranty6162025