



2025

LIMITED LIFETIME RESIDENTIAL WARRANTY

FOR LUXURY VINYL TILE (LVT) PRODUCT

HUALI GROUP

LIMITED LIFETIME RESIDENTIAL WARRANTY

FOR LVT PRODUCT

INTRODUCTION

This document specifies the warranty terms for products manufactured by Huali global facilities. They do not replace the existing terms for private-brand products or existing contractual agreements between Huali and customers.

1. Coverage:

Subject to the requirements listed below, this limited warranty starts on the date of your purchase and lasts for the period set forth in the chart below for your specific product. Residential applications (Class 21-23) are defined according to ISO 10874-Resilient, textile and laminate floor coverings — Classification.

Limited Lifetime Residential Warranty for LVT Product				
Wear Layer Thickness	Limited Warranty Period	Apparent Defects	Manufacturing Defects	Wear
≥0.3mm/12mil	Lifetime	Yes	Yes	Yes
<0.3mm/12mil	Lifetime	Yes	Yes	No

- Apparent defects: indicated to Huali or to the merchant prior to laying, such as: defects of appearance, structural defects, indelible stains, defects on the backing, other than backing impressions.
- Manufacturing defects: Huali warrants that the flooring product will be free from below defects during the period of this warranty. Manufacturing defects include but are not limited to delamination, core voids, thickness variation, and dimensional stability defects. Dimensional stability related defects are defined as dimensional changes in the width and/or length of the product greater than the tolerances as defined in ASTM F2199 or ISO 23999. Dimensional variation is defined as thickness, length, width and squareness measurements that exceed ASTM or ISO tolerances.

- Wear: Huali warrants the resilient floor product with wear layer thickness $\geq 0.3\text{mm}/12\text{mil}$ will not wear through to the pattern/decor layer under normal residential applications during the period of this warranty.

2. Conditions of Applicability

This Warranty will apply provided that all the conditions herein after mentioned have been observed:

2.1 Installation

The Product must have been installed in accordance with the most recent installations instructions applicable to the Product, and with the state of art.

2.2 Maintenance

An adequate maintenance program must be put in place immediately after installation, and this must encompass an adequate dirt barrier at all entrance points where an entrance from the exterior or from heavily soiled areas is possible.

2.3 Use

The Product must be used in accordance with the recommended use specified by Huali technical documentation. The accessories such as subfloor preparation, adhesives, welding rods etc. shall be used in accordance with the state of art and with the updated laying instructions applicable to the Product.

3. Claims under Warranty

Any defect shall be promptly notified to Huali or responsible merchant, in writing, in no event in more than 30 days, after it is discovered.

If the defect or fault is discovered during installation, installation must be stopped immediately; otherwise, the Warranty shall not apply.

The consumer/merchant shall allow a Huali representative to examine the facts of the claim on site. If deemed necessary, Huali reserves the right to request customer samples for analytical testing by its laboratories, and/or by qualified third-party labs.

For any defect found on a Product coverable by the Warranty, provided that the defect is found to be in the section of the Warranty, and the conditions of applicability, have been met, compensation shall be granted.

The compensation covers the purchase price of the Product, but excludes the taking up cost, the installation dismantling cost (partitions, furniture...), the cost of laying and of material possibly used for laying (glue, skirting boards, vapor barrier...).

The compensation shall be digressive relative to the elapsed time of the Warranty period, considering the depreciation of the Product.

- **Within Two Years:** Claims on defects of this product as covered by this warranty that are reported in writing within two years of purchase, Huali will arrange a credit based on the price of a Product when it leaves the factory, also known as "EX-factory price", or replace the product. If professionally installed, reasonable labor costs are included.
- **After Year Two:** Claims on defects of this product, as covered by this warranty, that are reported in writing after two years of purchase and within the specified warranty coverage term, Huali will arrange a credit based on the price of a Product when it leaves the factory, also known as "EX-factory price", or replace the product. Labor costs are not included.

Should a defect covered under this warranty be found, the affected area will be repaired to conform to the warranty. If repair is not practical, Huali may, at its sole option, replace the affected resilient or refund the proportional purchase price for the affected area. Huali will pay the reasonable costs for freight and labor. Any additional costs incurred will be at the consumer or merchant's expense.

Huali shall replace any defective Product, at no charge, if the Product is proven to be defective prior to installation. Replacement will come from current running-line products comparable to the warranted product.

If, however, the cause of the defect is found to be outside the scope of the Warranty, Huali reserves the right to charge the consumer/merchant for the cost of the inspection. Any repairs deemed necessary by Huali during an inspection of the Product which are the responsibility of the consumer/merchant (or its agents, contractors, employees or invitees) must be carried out at the consumer/merchant's expense in accordance with Huali's recommendations for the Warranty to continue during the Warranty period.

Submission Instructions

We encourage you to submit claims through the Huali Service Solutions (HSS) (<http://hss.hualifloors.com>). This online portal offers an efficient, transparent, and organized process, giving you real-time visibility into the status of your claims.

- For First-time users: please contact your Sales Representative at Huali to obtain User ID (client account) and initial password.

- Go to Huali Service Solutions (HSS) Portal (<http://hss.hualifloors.com>) and log in with the provided user ID and password (you may change initial password after login)
- Create a new case, complete online claim form, attach required documents, and submit.
- After you submit a case, you will be able to monitor its progress through all stages on HSS portal, from the very beginning to the final completion. You will also receive email notifications with updates.

Alternatively, you may submit by Email, to [claims@hualifloorsusa.com] together with all required files as attachment. Incomplete or late claims may result in delayed processing or denial.

The claim must be accompanied by:

- Completed Huali Customer Claims Form or merchant forms
- A copy of the invoice
- The manufacturing batch number shown on the reverse of the plank (plank reference code), and/or packaging
- Photographs and an accurate description of the defect detected.

4. Exclusions from Warranty

The Warranty does not apply to the following:

- Products sold of "Seconds", "Off Goods" or other irregular, non-first-quality. "Seconds" or "Off goods" are sold "as is".
- Defects caused by an improper installation, contravening the state of art and the updated laying instructions specified by Huali, applicable to the Product.
- This Warranty is null and void if damage is caused because of fire, accident, including aggressive chemical attack, explosion, pollution, flood, freezing conditions, lightning, carelessness, vandalism or lack of entrance barrier matting, or damage during transport, storage and handling before or during installation.
- Products with visible defects that were cut or installed, nonetheless.
- Products that have been improperly maintained, not complying with the maintenance instructions and specifications made by Huali.
- Products for which deterioration is due to an uneven subfloor.
- Differences in color, gloss and embossing structure between the products sold and pictures or samples. In case of purchasing contracts, variation in manufacturing, including color change between different production batches.

- Damages caused by stains, burns, cuts, grooves, friction, scratches, accidental indentations, loss of color caused by carpet backs, painted surfaces, yellowing related to an external product (asphalt, tar,...).
- Fading and/or discoloration.
- Defects and damages caused by inappropriate castors of chairs, tables, or other furniture.
- Coloring caused by feet of waxed pieces of furniture likely to leave indelible marks.
- Indentation from high and spiked heels.
- Failure to comply with the recommended hygrometry levels before, during and after installation.
- Stains, discoloration or any damages caused by the migration of the adhesives.
- Installation of the Product with adhesives other than those recommended by Huali and/or the merchant of such adhesives.
- Installation on stairs
- Product failure due to use of extra underlayment which is not approved by Huali and/or merchant is not covered by this warranty.
- The warranty is not transferable. It extends only to the original owner-occupied end-use purchaser.

5. Liabilities

- Huali does not grant to any person or entity the authority to create for it any obligation or liability in connection with this product, financially or legally. In the event compensation is made to the consumer/end-user by merchants without obtaining prior and informed consent by Huali, Huali reserves the right to reject the chargeback.
- Huali shall not be liable to the consumer or any other person or entity for any incidental, special or consequential damages, arising out of breach of this limited warranty or any implied limited warranty.

(END)

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HUALI GROUP MANUFACTURING BASES

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