

Product Warranty — Terms and Conditions

SPC Flooring & Laminate Flooring · Effective 2026-10-06 · Applies to shipments made on or after this date

This warranty is issued by CHANGZHOU SHUCHAN DECORATIVE MATERIALS CO.,LTD ("SHUCHAN FLOORING", the "Manufacturer") to the buyer named on the applicable Proforma Invoice ("Purchaser"). It covers SPC flooring and laminate flooring manufactured by SHUCHAN FLOORING and shipped directly from the Manufacturer's facility in Changzhou, China.

1. WARRANTY PERIODS

Product	Residential use	Commercial use
SPC Flooring	10 – 15 years (as specified on the Proforma Invoice)	5 – 10 years (as specified on the Proforma Invoice)
Laminate Flooring	15 years	5 – 10 years (as specified on the Proforma Invoice)
Skirting, trims & underlay	Manufacturing defects reportable within 30 days of delivery	

The applicable period is the one stated on the Purchaser's Proforma Invoice and its specification sheet, which form part of the contract of sale. The warranty period starts on the bill-of-lading date of the shipment.

2. WHO IS COVERED

The original Purchaser named on the Proforma Invoice, covering the first installation of the material. When the Purchaser is a distributor, the warranty may be passed to the original end user for the remainder of the period, provided the PI number, design and batch codes of the installed material can be produced.

3. WHAT IS COVERED

- Manufacturing defects: delamination of layers, core voids or crumbling, and click-profile defects that prevent a proper joint.
- Wear-through of the factory surface layer under normal residential or commercial traffic within the warranty period.
- Visible defects (scratches, color deviation, edge damage, dimensional defects) present at the time of installation, reported per the inspection terms of the contract - shipments are inspected against AQL 2.5 before loading.
- Color variation beyond the commercial tolerance between cartons of the same production batch.

4. REQUIREMENTS FOR THE WARRANTY TO APPLY

- Indoor installation only, following the installation instructions supplied with the shipment.
- Subfloor hard, dry, clean and level within 3 mm over 2 meters; vapor barrier over concrete where specified.
- Planks acclimatized in the installation room before installation; expansion gaps left at walls and fixed points.
- Underlayment approved for the product where the pad is not factory-attached.
- Maintenance per the care guide: pH-neutral cleaners, no steam mops, no abrasive pads.
- Installation documented with photographs (subfloor, first rows, finished floor) - strongly recommended and requested in case of a claim.

5. WHAT IS NOT COVERED

- Damage from steam mops; abrasive cleaners, scouring pads or harsh chemicals.
- Flooding, standing water left for hours, or water migrating through seams to the subfloor (the plank itself is waterproof; the warranty does not cover subfloor or building moisture).
- Damage from dragging heavy furniture or appliances without protection; point loads beyond normal use (unprotected castors, stiletto heels in the same spot).
- Installation without required expansion gaps or over non-compliant subfloors; adhesive fixing of a click-lock floor.
- Outdoor use, unheated or uninsulated spaces, exposure above 28 °C floor temperature, or floor-heating faults.
- Dents, cuts, scratches, gloss loss and color change caused by accidents, abuse, pets, or improper maintenance after installation.
- Normal color difference between production batches within commercial tolerance, and natural shade change over time including exposure to direct sunlight without curtains or blinds.
- Damage during transport, storage or handling after delivery to the first carrier on Purchaser's terms; improper storage (flat, wrapped, indoors).
- Labor, installation, removal, disposal and any consequential or indirect costs of any kind.
- Material not shipped by SHUCHAN FLOORING, or shipments where invoice, packing list and batch codes do not identify the Manufacturer.

6. HOW TO MAKE A CLAIM

- Notify SHUCHAN FLOORING in writing (email or WhatsApp) within 30 days of discovering the defect, and within the warranty period.
- Provide: PI number and shipment date, design name and code, batch codes from the cartons, photographs showing the defect and the installation conditions, and retained samples where available.
- The Manufacturer may request the return of samples or a third-party inspection report at its discretion. Keeping one sealed carton per design from each shipment is recommended.
- SHUCHAN FLOORING responds to a complete claim file within 15 working days.

7. REMEDY

For verified manufacturing defects, the Manufacturer's sole obligation is to supply replacement material of the same design, free of charge, FOB Shanghai. If the design is no longer produced, replacement is the nearest equivalent design agreed with the Purchaser. This warranty covers material only: labor, installation, removal, re-installation, and all consequential or indirect costs are expressly excluded. Repair or replacement does not extend or renew the original warranty period.

8. GENERAL PROVISIONS

This warranty is the entire warranty given by the Manufacturer and replaces any prior statements, catalogs or marketing materials. It does not affect statutory consumer rights that cannot be excluded. Disputes are first negotiated amicably between the parties; where inspection reports are used, an independent inspection body (SGS, TUV, Bureau Veritas or Intertek) is acceptable to both sides. If one clause is held invalid, the remaining clauses stay in force.

9. CONTACT

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FOR SHUCHAN FLOORING

Authorized signature & company stamp

PURCHASER ACKNOWLEDGMENT

Signature · Company · Date