

N1 Flooring - Luxury Vinyl Plank (LVP) Limited Warranty

Applies to N1 Flooring LVP collections: Best Feet, Excellence, Luxury, Urban, Excalibur, Leia Gold

Territory: United States

This Limited Warranty is issued by N1 Flooring. It covers manufacturing-related defects in N1 LVP Flooring, when the product is properly installed and maintained and used under normal conditions consistent with the usage classification (Residential or Light Commercial).

WARRANTY PERIODS BY PRODUCT LINE

Warranty period means the time starting on the original purchase date (or original installation date if required by local practice) and continuing for the period listed below.

Best Feet — 4.2 mm total / 1.0 mm pad / 12 mil (0.3 mm) wear layer

30-Year Limited Residential | 15-Year Limited Light Commercial

Excellence — 5.0 mm total / 1.5 mm pad / 12 mil (0.3 mm) wear layer

30-Year Limited Residential | 15-Year Limited Light Commercial

Luxury — 5.0 mm total / 1.5 mm pad / 12 mil (0.3 mm) wear layer

30-Year Limited Residential | 15-Year Limited Light Commercial

Urban — 5.5 mm total / 1.0 mm pad / 20 mil (0.5 mm) wear layer

30-Year Limited Residential | 15-Year Limited Light Commercial

Leia Gold — 6.0 mm total / 1.0 mm pad / 22 mil (0.55 mm) wear layer

30-Year Limited Residential | 10-Year Limited Light Commercial

Excalibur — 6.5 mm total / 1.5 mm pad / 20 mil (0.5 mm) wear layer

30-Year Limited Residential | 15-Year Limited Light Commercial

WHAT N1 FLOORING WARRANTS

N1 Flooring provides the following limited warranties during the applicable warranty period, subject to all conditions, exclusions, and limitations below.

Manufacturing defects

N1 Flooring warrants that the flooring will be free from manufacturing defects that materially affect performance when used under normal conditions and when installed/maintained according to N1 Flooring guidelines.

Waterproof (product-only) performance

N1 Flooring warrants that the flooring product itself will resist topical water exposure in normal indoor use and will not suffer a significant loss of structural integrity from such exposure. This does not cover damage to subfloor, walls, trim, underlayment, furnishings, or anything other than the flooring product, and it does not cover flooding or water/moisture originating from below (including hydrostatic pressure).

Household stain resistance

N1 Flooring warrants resistance to staining from common household substances under normal use and proper cleaning. Permanent dyes, permanent markers, and similar set stains are excluded.

Wear-through (wear layer)

N1 Flooring warrants that the floor will not wear through the wear layer under normal, expected use. Wear-through means complete loss of the wear layer such that the printed design film is materially altered or exposed; changes in gloss/sheen are not wear-through and are not covered.

Pet stain resistance (domestic pets only)

Where applicable (all N1 Flooring residential installations), N1 Flooring warrants that the surface will resist stains from domestic pets (e.g., urine, vomit, feces) when accidents are cleaned promptly and maintenance instructions are followed. Scratching, chewing, digging, or claw damage is not covered.

CONDITIONS FOR WARRANTY COVERAGE

To keep warranty coverage in force:

1. Original purchaser/first installation only; non-transferable.
2. Inspect before installation. Do not install material with visible defects; installation constitutes acceptance.
3. Install a continuous polyethylene moisture barrier between the subfloor and the LVP to block moisture transfer; overlap and tape all seams, and run the barrier about 2 inches up the perimeter walls before trimming after the flooring is installed.
4. Follow N1's latest installation + care & maintenance instructions.
5. Maintain a climate-controlled, indoor environment. This warranty applies to interior installations in normal, occupied conditions.
6. Protect the floor from grit and abrasion. Use walk-off mats at exterior entries and reasonable protective measures under furniture and rolling chairs.
7. Keep records. Proof of purchase is required; for all claims, N1 may request the installation invoice and, where applicable, moisture/relative-humidity test documentation.
8. Submit claims in writing through the retailer (or as otherwise directed by N1).

WHAT IS NOT COVERED

This Limited Warranty does not cover, without limitation:

1. Improper installation or site conditions, including substrate issues, moisture intrusion from below, inadequate subfloor prep, wrong adhesive/underlayment when required, insufficient expansion space, or failure to follow installation instructions.
2. Flooding, storms, plumbing/appliance leaks, fire, or casualty events, abuse, negligence, or intentional damage.
3. Water damage beyond the flooring product (subfloor, walls, trim, moldings, furniture, etc.) and mold/mildew-related damage.
4. Scratches, scuffs, dents, gouges, and damage from sharp objects; damage from vacuum beater bars or inappropriate wheels/casters.
5. Indentations from furniture/appliances without proper floor protectors; damage from improper rolling loads.
6. Color, gloss, or sheen variation due to lighting, sunlight exposure, or normal aging; minor shade/texture variation between samples/photos and installed product.
7. Construction damage after installation.
8. Exterior installations or non-climate-controlled areas.
9. Commercial traffic beyond "Light Commercial"

RESIDENTIAL AND LIGHT COMMERCIAL USE DEFINITIONS

Residential use

Single-family homes, owner-occupied or tenant-occupied, normal daily household activity (excluding abusive conditions).

Light Commercial use

Light Commercial means non-heavy commercial traffic, such as privately owned in-house businesses (e.g., small offices, clinics, salons) and similar areas that do not experience sustained heavy foot traffic. Rolling-load environments require special precautions; in some cases, glue-down applications are recommended/required—consult N1 before purchase for these uses.



WHAT N1 FLOORING WILL DO IF A VALID CLAIM IS APPROVED

If N1 Flooring confirms that a covered defect exists during the applicable warranty period, N1 Flooring’s responsibility is limited to flooring material only, calculated in accordance with the “How the Benefit Changes Over Time” section. In N1 Flooring’s discretion, N1 Flooring will:

1. Provide replacement flooring material sufficient to address the affected area only; or
2. If the original product is no longer available, provide comparable replacement material from N1 Flooring’s current offerings; or
3. Where replacement material is not reasonably available or practical, provide a prorated material credit consistent with the “How the Benefit Changes Over Time” schedule.

Scope limitation: Any repair/replacement/credit applies only to the affected area and does not require replacement of an entire room, floor, or home.

No labor or services: This warranty does not include labor, and N1 Flooring will not pay or reimburse any costs related to labor or services.

HOW THE BENEFIT CHANGES OVER TIME

After the periods listed below, the remedy is prorated as a percentage of the original flooring material purchase price (excluding taxes and extras), unless prohibited by law.

30-Year Limited Residential	15-Year Limited Light Commercial	10-Year Limited Light Commercial
Years 1–2: 100% material	Year 1: 100% material	Year 1: 100% material
Years 3–5: 100% material	Years 2–5: 100% material	Years 2–5: 100% material
Years 6–10: 80% material	Years 6–10: 70% material	Years 6–10: 70% material
Years 11–15: 60% material	Years 11–15: 40% material	
Years 16–20: 40% material		
Years 21–25: 25% material		
Years 26–30: 15% material		

HOW TO MAKE A CLAIM

1. Contact your authorized N1 Flooring retailer (or the seller shown on your receipt) within the applicable warranty period. Submit your claim in writing.
2. Provide: proof of purchase, photos, description of the issue, and (if requested) installer invoice and moisture/RH documentation.
3. N1 may require an inspection by an independent inspector to evaluate the issue.
4. If the inspection shows the problem is installation-related or due to site conditions, the inspection cost may be charged back to the dealer/distributor/homeowner (as applicable).

LIMITATIONS, DISCLAIMERS, AND LEGAL RIGHTS

1. Exclusive remedy / no special damages: To the extent permitted by law, N1 Flooring is not liable for incidental, consequential, special, or indirect damages (for example: loss of use, lodging, moving furniture, business interruption, or damage to items other than the flooring).
2. No one may change this warranty: No installer, retailer, distributor, employee, or representative may alter or extend this warranty unless in a written document signed by an authorized N1 officer.
3. Implied warranties: Under U.S. federal warranty law, sellers providing a limited written warranty may limit the duration of implied warranties to the duration of the written warranty, if stated clearly.
4. State law rights: Some states do not allow limitations on how long an implied warranty lasts or exclusions of incidental/consequential damages, so portions of this section may not apply. This warranty gives you specific legal rights, and you may also have other rights that vary by state.
5. UCC note: Disclaimers and modifications of implied warranties are governed by state Uniform Commercial Code rules, including “conspicuous” wording requirements for certain disclaimers.

