



Product Warranty Information



WARRANTY - SPC VINYL

The Cascade Series SPC Vinyl Warranty:

This warranty is extended to the original purchaser **ONLY** and is not transferable. It is the responsibility of the installer and/or home owner to inspect planks prior to installations. Planks that are defective or visually not acceptable, should be discarded or possibly used in another location of the room. **Urbanfloor™ accepts no responsibility for costs of product or labor when planks with visible defects or irregularities have been installed.**

IMPORTANT: Cascade's installation and maintenance guidelines **MUST** be followed as a condition for this warranty. Any floor installed outside of printed installation and maintenance parameters is subject to denial of the claim. Detailed installation instructions are included in cartons of Cascade SPC flooring or online, along with maintenance guidelines at www.urbanfloor.com

RESIDENTIAL AND LIGHT COMMERCIAL WARRANTY

This warranty applies to Urbanfloor's Cascade series, SPC (Stone Composite) flooring, purchased from an authorized dealer and installed in a residential or light commercial area.

Urbanfloor™ warrants that the Cascade flooring sold under this warranty is, at the time of sale, free from defects in material and manufacturing and that it conforms to the standard specifications for the product category. Urbanfloor™ further warrants that when installed and maintained according to product specifications and when used according to its intended purpose, the flooring will not wear through, delaminate, separate, buckle or cup as a result of a manufacturing defect (Visit the following links for Cascade's installation http://www.urbanfloor.com/Installation_Guides.html and maintenance <http://www.urbanfloor.com/Cleaning-and-Care.html>).

If your Cascade flooring fails for any of the above reasons, Urbanfloor™ will replace, at its option, a portion or all the flooring at no cost to the original purchaser so long as the original purchaser still owns the property where the floor was installed. The warranty includes replacement material only and excludes any labor costs. The Cascade warranty is only extended to flooring maintained in normal environmental conditions, meaning that the heating and ventilating systems are working to maintain an interior humidity level between 30% to 50% and a room temperature between 65°F to 85°F year-round.

WARRANTY PERIOD

The Cascade series is warranted to be free from manufacturing defects for 20 years from date of purchase in a residential application and for 10 years in a light commercial application.

WARRANTY EXCLUSIONS & LIMITATIONS

Please follow the recommendations in this guide to retain the fresh look and protect the finish.

- Failure to maintain the environment at a humidity range of 30% to 50% year-round and a room temperature of 65° to 85°F.
- Color variations in flooring are a natural occurrence due to age and exposure to UV light or sunlight. For these reasons, new and/or replacement flooring may not match display samples and/or existing flooring.
- Improper installation/maintenance and failure to adhere to Urbanfloor™ installation/maintenance instructions.
- It is the responsibility of the installer and/or the homeowner to inspect boards prior to installation. Urbanfloor™ accepts no responsibility for costs of product or labor when planks with visible defects have been installed.
- Indentations or scratches caused by furniture, appliances, pet claws, high heel shoes, spiked or damaged heels, cleats, sports shoes, pivot points (i.e. seating areas), wheel chairs, walkers, sand, pebbles or other abrasive materials.
- Installation over radiant floor heating with a surface temperature in excess of 85°F.
- Abuse, neglect, abnormal use or misuse, application of solvents, corrosives, or other chemicals, etc. improper cleaning or maintenance products.
- Damage due to moisture intrusion from subfloor, but not limited to damaged from broken or leaking plumbing or appliance, wet mopping, weather conditions, or natural disasters.
- Flooring installed over improperly prepared or unstable subfloor.
- Damage caused by extended exposure to direct sunlight.
- Discoloration from rugs or floor mats (use only mats with non-staining backing).
- Damage caused by vacuum with a beater bar (rotating bristle brush).
- Squeaking, popping, crackling, and other noises are not covered by our warranty. Occasional noise is normal can be expected from SPC vinyl flooring. This is not considered a manufacturing defect.

If you feel you have a warranty claim, first contact your original flooring dealer and explain your concerns. Often, a flooring dealer can provide a simple solution to correct the situation.

DISCLAIMER - TERMS OF USE

Urbanfloor™ DISCLAIMS LIABILITY FOR INCIDENTAL AND CONSEQUENTIAL DAMAGES INCLUDING DOWNTIME, LOSS OF USE OF FLOORING/FACILITIES/EQUIPMENT, LOSS OF PROFIT OR REVENUE. BREACH OF ANY EXPRESS OR IMPLIED WARRANTY AND DISCLAIMS ALL OTHER EXPRESS OR IMPLIED WARRANTIES, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY, OR WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE, WITH RESPECT TO THIS PRODUCT. THE ABOVE REMEDIES ARE THE CUSTOMER'S SOLE AND EXCLUSIVE REMEDIES FOR CLAIMS ON THIS PRODUCT.

This warranty constitutes the entire agreement of the parties, and no waiver or amendment shall be valid unless in writing and signed by an authorized representative of Urbanfloor™. Some states do not allow the exclusion or limitation of consequential damages, so the above limitation or exclusion may not apply to you. This warranty gives you specific legal rights, and you may have other rights that vary from state to state.

**VISIT OUR WEBSITE:
URBANFLOOR.COM FOR ANY RECENT UPDATES
OF WARRANTY INFORMATION.**

Call Urbanfloor technical department for any questions
or concerns.



Technical Department
3707 Capital Ave, City of Industry, CA 90601
323.890.0000 • 866.75 URBAN • info@urbanfloor.com

Last update: 10/22/25