



DM Floor – Limited Residential & Light Commercial Warranty (Applicable to Softwood Harmony™ and Nuvawood™ Collections)

(last updated Oct 2025)

Warranty Owner

This limited warranty applies only to the original purchaser of CWC Softwood Harmony™ and LVP Nuvawood™ flooring from the date of purchase. Warranties are non-transferable.

- Residential: Lifetime Limited Warranty
- Light Commercial: 10-Year Limited Warranty

1. What Is Covered

When properly installed and maintained, Softwood Harmony™ and Nuvawood™ is warranted to:

- Be free from manufacturing defects.
- Not wear through the decorative surface under normal use.
- Not fade from indirect sunlight or indoor lighting.
- Not delaminate, cup, or buckle when installed according to instructions.
- Maintain structural integrity against moisture from everyday spills (not flooding).

2. Pre-Installation Requirements

Warranty coverage is valid only if:

- Flooring is inspected before installation. Visible defects or dissatisfaction with color, finish, or texture must be reported before cutting or installing more than 10% (or 100 sqft). Installation constitutes acceptance.

- Product is acclimated indoors for at least 24 hours at stable temperature and humidity.
- Subfloors are flat within 3mm over 2 meters and free of excess moisture ($\leq 2\%$).
- A 6 mil polyethylene moisture barrier is required when installing over concrete or on-grade subfloors.
- Expansion gaps of at least 10mm (1 cm) must be left around all walls and fixed objects.
- Floating installations exceeding 10 meters (32.8 ft) in length or width require expansion joints.
- The product is installed indoors, in dry residential or light commercial environments.

3. Warranty Terms

If a defect covered by this warranty occurs during the warranty period, DM Floor will, at its option:

1. Replace the defective flooring with product of equal value, or
2. Refund the purchase price of the affected area, prorated over the remaining warranty period.



Labor costs may be covered within 2 years of purchase, only if installation was performed by a licensed professional.

4. Exclusions

This warranty does not cover:

- Defects visible prior to installation.
- Improper installation, neglect, or failure to follow installation and maintenance instructions.
- Subfloor moisture problems, flooding, hydrostatic pressure, or leaking plumbing.
- Squeaking, popping, or crackling caused by uneven subfloors or incorrect installation.
- Damage caused by heavy rolling loads, immovable heavy objects blocking expansion, or frequent dragging of furniture.
- Scratches, dents, scuffs, gloss reduction, or surface wear from normal use.
- Natural color variation or fading from direct sunlight.
- Installations in sunrooms, floor-to-ceiling window areas, or where ambient temperature regularly exceeds 120°F (49°C) unless glued down with approved adhesive.
- Damage caused by appliances, rubber-backed mats, or caster wheels without protective mats.
- Mold, mildew, or odors caused by standing water or prolonged dampness.
- Installations below 10°C (50°F) site temperature or without acclimation.

5. Care & Maintenance

To maintain coverage under this warranty, the owner should:

- Use a damp mop and pH-neutral floor cleaner. Avoid harsh chemicals, abrasives, wax, or polish.
- Wipe up spills promptly. Do not allow standing water.
- Use felt pads under furniture legs; protective mats under rolling chairs.
- Avoid dragging or dropping heavy objects on the floor.
- Maintain indoor climate within normal residential range.

6. Claim Procedure

- Claims should be filed promptly, ideally within 30 days of discovering an issue.
- Proof of purchase must be provided.
- DM Floor reserves the right to inspect or test the flooring and may request samples.
- If approved, DM Floor will provide replacement material or refund as described in Section

7. Limitations

This warranty is limited to the flooring itself and does not cover incidental or consequential damages. Some states do not allow such limitations, so this may not apply.

This warranty gives you specific legal rights, and you may also have other rights that vary by state.