



## SPC FLOORING

# Limited Warranty

First-quality Dream Floor SPC flooring: DF-0102, DF-0104, and DF-0201 through DF-0210  
Issued by Napa Surfaces

**7-YEAR LIMITED  
RESIDENTIAL**

**3-YEAR LIMITED  
LIGHT COMMERCIAL**

**OFFICIAL LIMITED WARRANTY**  
Effective September 1, 2026

Document ID: DF-SPC-LW-2026-09-01

Effective date: September 1, 2026

WARRANTY TERMS

Coverage at a glance

|                                                                                                                       |                                                                                                                  |                                                                                                                            |
|-----------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------|
| <div>RESIDENTIAL</div> <div>7 years</div> <div>Original end-use purchaser at the original installation location</div> | <div>LIGHT COMMERCIAL</div> <div>3 years</div> <div>Defined low-traffic, dry, climate-controlled interiors</div> | <div>CORE COVERAGE</div> <div>3 protections</div> <div>Manufacturing defects, structural integrity, and wear-through</div> |
|-----------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------|

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Who is covered and when coverage applies

Napa Surfaces is the warrantor (Warrantor, we, or us) for the Dream Floor branded products listed in this Limited Warranty. Dream Floor identifies the product brand. All approvals, claim decisions, and remedies described in this warranty are obligations of Napa Surfaces. Coverage applies to the original end-use purchaser at the original installation location and is non-transferable.

- Residential coverage applies for 7 years to normal household use in a dry, climate-controlled interior.
- Light commercial coverage applies for 3 years to low-traffic, dry, climate-controlled interiors such as private offices, small professional offices, and boutiques. It does not cover food-service areas, grocery or large-format retail, salons, health-care facilities, gyms, classrooms, hotel guest rooms, public corridors, transportation facilities, or areas exposed to heavy traffic or recurring rolling loads unless Napa Surfaces approves the project in writing before installation.
- Coverage is available only for eligible flooring purchased and installed in the United States.
- Coverage begins when the flooring is delivered to the original purchaser, or on the purchase date when the purchaser takes possession that day. It applies only to eligible flooring purchased on or after the effective date.
- Eligible flooring is first-quality Dream Floor SPC flooring identified as DF-0102, DF-0104, or DF-0201 through DF-0210. Trims, moldings, underlayment, moisture barriers, accessories, samples, and non-flooring items are excluded.
- The purchaser must retain proof of purchase and provide reasonably available, claim-relevant product, installation-location, and installation records.

**ELIGIBILITY REQUIREMENTS**

# Inspect first. Install to the written guide.

## 2 Inspection, installation, and eligibility

The flooring must be inspected, installed, used, and maintained in accordance with the conditions below and the guides made available for the product at the time of sale: Dream Floor SPC Installation Guide, document DF-SPC-INSTALL-2026-01 (August 2026), and Dream Floor SPC Care & Maintenance Guide, document DF-SPC-CARE-2026-01 (August 2026). Later guide revisions do not retroactively change this warranty.

- Inspect cartons and planks before and during installation. Do not install flooring with visible damage, unacceptable appearance, or a suspected defect. Stop and request written guidance before continuing.
- Installation constitutes acceptance of visible color, shade, texture, gloss, and readily apparent condition. A latent manufacturing defect that could not reasonably have been found before installation may still be evaluated.
- The site and substrate must be suitable, structurally sound, clean, dry, and flat. Required perimeter space, transitions, temperature controls, and all other directions in the named installation guide must be followed.
- Do not add underlayment, a vapor retarder, adhesive, or another layer unless Napa Surfaces confirms it for the exact product and project in writing.
- The 5% to 15% cutting and culling allowance in the installation guide is an order-planning recommendation. It is not a defect tolerance and does not reduce coverage for a proven manufacturing defect.

**Important**

Do not install material with a visible condition that may be unacceptable. Stop and request guidance before continuing.

COVERED PROTECTIONS

# What this warranty covers

Subject to the eligibility rules, exclusions, care requirements, and remedy terms in this document, Napa Surfaces warrants the following during the applicable coverage period:

|                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                        |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b>Manufacturing defects</b></p> <p>The flooring will be free from a defect in materials or manufacture that existed at delivery and materially impairs its ordinary flooring function.</p>                                                                                                            | <p><b>Structural integrity</b></p> <p>The SPC plank will not delaminate or lose structural integrity under normal eligible use when the condition is caused by a covered manufacturing defect rather than installation, substrate, moisture, heat, impact, or building conditions.</p> |
| <p><b>Decorative-layer wear-through</b></p> <p>Normal foot traffic will not wear completely through the wear layer and remove the printed decorative layer. Reduced gloss, scratches, scuffs, dents, cuts, staining, and surface wear that does not remove the decorative layer are not wear-through.</p> |                                                                                                                                                                                                                                                                                        |
| <p><b>Manufacturing-defect boundary</b></p> <p>A covered defect must arise from the product's materials or manufacture. Conditions caused by installation, substrate, moisture, heat, impact, use, maintenance, or the building are outside this limited warranty.</p>                                    |                                                                                                                                                                                                                                                                                        |
| <p><b>Wear-through boundary</b></p> <p>A covered wear claim requires complete wear-through of the decorative pattern layer that is clearly visible under normal lighting. Scratches, scuffs, gloss change, indentation, and ordinary surface wear are excluded.</p>                                       |                                                                                                                                                                                                                                                                                        |

**COVERAGE BOUNDARIES**

# What is not covered

This limited warranty does not cover a condition, loss, or damage caused by or resulting from any of the following:

**1. Installation and site conditions**

- Installation of visibly defective flooring; improper layout or installation; inadequate expansion space or transitions; an uneven, moving, contaminated, or unsuitable substrate; or failure to follow applicable written instructions.
- Use of unapproved underlayment, vapor retarder, adhesive, fasteners, or other layers; or installation in an unapproved location, environment, or application.
- Moisture or alkalinity from the substrate; ground vapor; hydrostatic pressure; plumbing, appliance, roof, window, or building-envelope leaks; floods; standing water; storm events; or moisture entering from below, around, or outside the finished flooring surface.
- Subfloor, structural, or building movement; settlement; deflection; squeaking; popping; movement; or noise not caused by a covered manufacturing defect.

**2. Use, maintenance, and physical damage**

- Scratches, scuffs, gouges, cuts, dents, burns, impact, dragging, high heels, casters, recurring rolling loads, excessive point loads, heavy furniture, pet claws, chewing, or other physical damage.
- Stains, odors, pet accidents, chemicals, rubber or latex transfer, non-colorfast mats, harsh or abrasive cleaners, wax, polish, steam, flooding during cleaning, or any maintenance method inconsistent with the named care and maintenance guide.
- Excessive heat, prolonged direct sunlight, rapid environmental change, exterior use, non-climate-controlled space, abuse, misuse, neglect, casualty, construction activity, or traffic outside the eligible use category.

**3. Appearance, surrounding property, and indirect loss**

- Normal shade, color, grain, texture, or gloss variation; product aging; fading or sunlight change; visible seams; replacement-lot differences; discontinued-product differences; or ordinary wear that is not covered wear-through.
- Mold, mildew, odor, loss of use, loss of business, damage to the substrate, structure, walls, trim, furnishings, personal property, or any cost to correct a leak, moisture source, site condition, or installation deficiency.
- Removal of unaffected flooring, moving or storage, lodging, business interruption, incidental, special, consequential, or indirect loss, except to the extent applicable law does not permit the exclusion.

PRESERVING ELIGIBILITY

# Care and claim process

## 5 Required care and prevention

Reasonable care and prompt damage prevention are required to preserve eligibility.

- Remove loose grit with a soft broom, dust mop, or vacuum intended for hard flooring without an active beater bar. Use a lightly damp microfiber mop when needed.
- Use only a cleaner labeled safe for resilient vinyl flooring, follow its directions, and test it in an inconspicuous area. Do not use steam, abrasive tools, harsh solvents, wax, polish, or flood-mopping.
- Use clean, non-staining felt pads and suitable load-distribution protection under furniture, heavy objects, chairs, and casters. Lift rather than drag furnishings.
- Use non-staining mats, manage prolonged direct sunlight and heat, and keep the interior climate controlled.
- Wipe spills promptly and correct leaks, water intrusion, and excessive substrate moisture at the source.

## 6 How to make a claim

The purchaser may contact the Dream Floor customer team directly or ask the original dealer to assist. A claim is approved only after Napa Surfaces provides written approval.

- |   |                                                                                                                                                                                                                                             |
|---|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | Stop installation or use that may increase the damage. Take reasonable steps to prevent additional loss.                                                                                                                                    |
| 2 | Report the condition promptly, preferably within 30 days after discovery. A delay affects coverage only to the extent it materially prevents evaluation or increases the claimed damage, unless applicable law requires a different result. |
| 3 | Provide the receipt, purchaser and installation address, product name and code, quantity, installation date, installer and substrate information, maintenance history when relevant, and clear overview and close-up photographs.           |
| 4 | Keep affected flooring, labels, cartons, and reasonable samples available. Allow Napa Surfaces or its representative a reasonable opportunity to inspect, photograph, test, or obtain a sample.                                             |
| 5 | Do not remove or replace the claimed flooring before receiving written direction, except for reasonable emergency steps needed to prevent additional property damage.                                                                       |
| 6 | Napa Surfaces will acknowledge the claim and identify any reasonably necessary additional information. It will perform any covered service or repair within the time required by applicable law.                                            |

**Dream Floor claim contact**  
Phone: (626) 255-0104 | Email: [contact@dreamfloorusa.com](mailto:contact@dreamfloorusa.com)  
Claim mailing address: 17019 Evergreen Pl, City of Industry, CA 91745

APPROVED CLAIMS

# How an approved claim is resolved

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## Available remedy

For an approved claim, Napa Surfaces may choose a reasonable repair, comparable replacement material for the affected area, or a refund based on the original purchase price attributable to the affected flooring material, subject to any different remedy required by applicable law. A credit may be offered only with the purchaser's agreement.

- Replacement of an entire connected floor is not required when a reasonable repair or affected-area replacement resolves the covered condition.
- Comparable replacement material may differ in color, pattern, texture, gloss, dimensions, construction, or availability because of production variation, aging, or discontinuation.
- This express warranty does not provide voluntary coverage for removal, disposal, or reinstallation labor. Any remedy that applicable law requires remains available.
- Freight, moving, storage, trim, accessories, underlayment, moisture barriers, substrate correction, and building work are excluded unless Napa Surfaces agrees in writing or applicable law requires otherwise.
- Voluntarily repaired or replaced flooring remains covered for the unexpired portion of the original applicable term, including any extension required by applicable law. Nothing in this section reduces, delays, or replaces a remedy required by applicable law.

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## Material-only remedy

The express remedy is non-prorated for eligible affected-area material. Napa Surfaces does not offer voluntary labor coverage:

| Claim period           | Eligible approved remedy                                                                                                                                                                                                                                                              |
|------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Entire applicable term | Reasonable repair, comparable affected-area material, or a refund based on the original purchase price attributable to the affected flooring material; a credit only with the purchaser's agreement; no contractual removal or reinstallation labor unless applicable law requires it |

The residential term is 7 years and the light commercial term is 3 years. This material-only remedy does not create coverage for an excluded condition, reimburse labor or unauthorized work, or reduce rights and remedies that cannot lawfully be limited.

## LEGAL TERMS

# Limitations and purchaser rights

## 9 Limitations and legal rights

No dealer, installer, salesperson, distributor, or other person may change this limited warranty or make an additional warranty on behalf of Napa Surfaces unless the change appears in a written document signed by its authorized representative.

- To the fullest extent permitted by law, implied warranties, including merchantability and fitness for a particular purpose, are limited to one year from the original delivery date.
- Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.
- To the fullest extent permitted by law, Napa Surfaces is not liable for incidental, special, indirect, exemplary, or consequential damages, including loss of use, lost profits, or damage to other property. Some states do not allow the exclusion or limitation of incidental or consequential damages, so this exclusion or limitation may not apply.
- For a qualifying California retail consumer claim, if covered flooring cannot practicably be serviced or repaired because of how it is installed or because it has become part of the real property, Napa Surfaces will provide the remedy required by California law: either replace and install the flooring or reimburse the purchase price paid, including installation costs, less the amount directly attributable to use before the purchaser discovered the nonconformity. This statutory remedy is not voluntary labor coverage.
- When covered flooring cannot reasonably be returned because of its size, weight, attachment, installation, or the nature of the nonconformity, written notice to Napa Surfaces constitutes return where California law applies. Napa Surfaces will bear reasonable transportation costs when applicable law requires.
- For California consumer goods, the warranty period is tolled or extended during qualifying warranty repair or service as required by law. Any reference to the unexpired portion of this warranty includes that legally required extension. Nothing in this warranty limits any nonwaivable right or remedy.
- This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.
- If any provision is held unenforceable, the remaining provisions remain effective to the fullest extent permitted by law.