



Limited Lifetime Residential Warranty

WLM Flooring proudly offers a **limited lifetime warranty** to the original purchaser, ensuring that your flooring will be free from manufacturing defects and will not wear through*, stain, or fade under normal residential use for the lifetime of the product.

*Wear-through is defined as the complete loss of the decorative layer in a minimum area of 2 square inches. Surface scratches and loss of gloss are not considered wear-through.

If such issues occur, WLM Flooring will, at its discretion, either replace the affected area or issue a refund for the portion of the product under warranty. Labor costs are only covered if the flooring was professionally installed. If the original product is no longer available, we will provide a comparable WLM Flooring product of equal value.

This warranty applies solely to the original purchaser and replaces any other warranties, expressed or implied.

Limited 10-Year Commercial Warranty

WLM Flooring also provides a 10-year limited warranty for commercial use. Under normal commercial traffic, we guarantee that the flooring will be free from manufacturing defects and will not wear through, stain, or fade due to sunlight or artificial lighting for 10 years from the date of purchase.

*Wear-through refers to the complete loss of pattern in a minimum 2 square inch area. Areas exposed to heavy commercial use—like kitchens, entryways, or where rolling loads are frequent—are not recommended and are excluded from coverage.

If an issue arises within this period, WLM Flooring will either replace the affected portion or refund it. Labor is only covered if the product was professionally installed. Discontinued items will be replaced with a comparable product of equal value.

Underlayment Guidelines

Our flooring comes with a pre-attached underlayment, designed for efficiency and ease. Do not install over carpet or additional underlayment, except for a 6 mil poly-film moisture barrier when installing over concrete.

The Sentinel Protect Plus underlayment is approved for residential applications, including condos and apartments. Additional underlayment in commercial installations is not allowed and will void the warranty.

Pet-Friendly Coverage

We understand pets are part of the family. That's why WLM Flooring guarantees that its flooring will resist permanent staining from pet urine (from domestic cats or dogs), as long as it's cleaned promptly. Urine must not be left to dry on the surface.

What's Not Covered

WLM Flooring is not responsible for:

- Installation of flooring with visible defects
- Squeaks or sounds caused by subfloor conditions
- Damage from improper installation or maintenance
- Water erosion, flooding, mold/mildew from prolonged exposure
- Physical damage like dents, scratches, or impact
- Use of harsh chemicals or unauthorized cleaners
- Installations on unsuitable subfloors or in exterior areas

Even though our planks are 100% waterproof, mold or mildew may still occur if excessive moisture is left unaddressed. In case of flooding, the flooring should be removed and dried promptly.

Pro-Rated Warranty Structure

If a claim is made after the first year, compensation will be calculated based on a pro-rated formula:

- Residential (Lifetime):

Example: If a claim is made in year 20, WLM Flooring will cover 60% of the material cost (30/50). After 50 years, the customer is eligible for a 5% discount on a future WLM Flooring purchase.

- Commercial (10 Years):

Example: A claim made in year 6 would result in 40% coverage (4/10 of the original value).

Labor may be reimbursed within the first 36 months if the flooring was professionally installed. Labor costs are not covered after that period.

Legal Notice

This warranty only covers the product itself and excludes any incidental or consequential damages. Some state laws may vary. No WLM Flooring employee, retailer, or installer is authorized to alter or extend the terms of this warranty.

Filing a Warranty Claim

To initiate a claim:

1. Contact your WLM Flooring retailer within 30 days of identifying a potential issue. A proof of purchase is required.
2. Alternatively, hire a certified independent flooring inspector. The inspector's report must be submitted directly to your retailer. Final decisions will be made by WLM Flooring. Only inspectors pre-approved in writing by WLM Flooring will be considered valid.