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## Vinyl on a roll

### Scope: T&C product warranty heterogeneous Sheet Vinyl IVC

Issued 01-02-2026 replacing previous versions

#### 1. Warranty Coverage

IVC BV, and Unilin Flooring Polska Sp. z o.o., (part of UNILIN BV, Division Flooring) as the floor covering manufacturer and its affiliates warrant its products, from the date of invoicing against any hidden defect that may adversely affect the life of the product. The duration of the warranty starts from the date of installation and under normal conditions of use. The guarantee applies only to all regular A-grade products. Legal warranty obligations, stated by the local governments apply above the provided warranty timings below.

#### 2. Warranty remedy

Taking the obsolescence of the product into account, compensation will be offered at a flat rate proportional and degressively to the time elapsed (see below % of residual value) and will only relate to the initial value of the floorcovering to arrive at zero at the end of the warranty period. The warranty period starts on the day of installation. The warranty for IVC BV is in any case limited to 1x the invoiced value of the total project, subject to the degressive scale as described below. However, the total project only is applicable when we have system responsibility or proof can be provided the system is not part of the causes of the product claim.

##### 20 years or for exceptional lifetime warranty proration

1 <sup>st</sup> year 100%	5 <sup>th</sup> year 80%	9 <sup>th</sup> year 60%	13 <sup>th</sup> year 40%	17 <sup>th</sup> year 20%
2 <sup>nd</sup> year 100%	6 <sup>th</sup> year 75%	10 <sup>th</sup> year 55%	14 <sup>th</sup> year 35%	18 <sup>th</sup> year 15%
3 <sup>rd</sup> year 90%	7 <sup>th</sup> year 70%	11 <sup>th</sup> year 50%	15 <sup>th</sup> year 30%	19 <sup>th</sup> year 10%
4 <sup>th</sup> year 85%	8 <sup>th</sup> year 65%	12 <sup>th</sup> year 45%	16 <sup>th</sup> year 25%	20 <sup>th</sup> year 5%

##### 15 years

1 <sup>st</sup> year 100%	4 <sup>th</sup> year 80%	7 <sup>th</sup> year 50%	10 <sup>th</sup> year 30%	13 <sup>th</sup> year 15%
2 <sup>nd</sup> year 100%	5 <sup>th</sup> year 70%	8 <sup>th</sup> year 40%	11 <sup>th</sup> year 25%	14 <sup>th</sup> year 10%
3 <sup>rd</sup> year 90%	6 <sup>th</sup> year 60%	9 <sup>th</sup> year 35%	12 <sup>th</sup> year 20%	15 <sup>th</sup> year 5%

##### 12 years

1 <sup>st</sup> year 100%	4 <sup>th</sup> year 70%	7 <sup>th</sup> year 40%	10 <sup>th</sup> year 20%
2 <sup>nd</sup> year 100%	5 <sup>th</sup> year 60%	8 <sup>th</sup> year 30%	11 <sup>th</sup> year 15%
3 <sup>th</sup> year 80%	6 <sup>th</sup> year 50%	9 <sup>th</sup> year 25%	12 <sup>th</sup> year 10%

##### 10 years

1 <sup>st</sup> year 100%	3 <sup>rd</sup> year 80%	5 <sup>th</sup> year 60%	7 <sup>th</sup> year 40%	9 <sup>th</sup> year 20%
2 <sup>nd</sup> year 100%	4 <sup>th</sup> year 70%	6 <sup>th</sup> year 50%	8 <sup>th</sup> year 30%	10 <sup>th</sup> year 10%

##### 7 years

1 <sup>st</sup> year 100%	3 <sup>rd</sup> year 80%	5 <sup>th</sup> year 45%	7 <sup>th</sup> year 15%
2 <sup>nd</sup> year 100%	4 <sup>th</sup> year 60%	6 <sup>th</sup> year 30%	

##### 5 years

1 <sup>st</sup> year 100%	2 <sup>nd</sup> year 100%	3 <sup>rd</sup> year 70%	4 <sup>th</sup> year 40%	5 <sup>th</sup> year 20%
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### 3. Conditions for warranty validity

This warranty is only valid when the install and maintenance instruction is carefully followed, using the recommended adhesives guide and relevant country standards and/or our additional rules for floor covering installation into account. Upon conflict, the most stringent standards or rules apply. The warranty covers manufacturing defects and early wear due to normal residential or commercial usage. Commercial usage must correspond to the definitions according to the CE category of usage (ISO 10874) or UPEC classification in France. Residential usage shall be understood as the use of the floor covering in a private residence that is used for private purposes only.

The installer must be able to provide proof of compliance with the manufacturer's installation & maintenance instructions and/or the relevant country's standard for installation. All problems caused by the use or the misuse of non-suitable adhesives, underlayment and/or preparation of the sub-floor, are not warranted. If installation is not performed by the end user, at least one copy of these installation and maintenance instructions as well as the warranty conditions must be provided to the end-user by the retailer/installer. It is mandatory that a record is kept by the installer and signed by the general contractor. It should have at least the following data:

- Batch numbers of all used materials such as preparation material, adhesives, vinyl flooring labels
- Installation and environmental conditions such as moisture, relative humidity and temperature proof points
- Precise description of the installation area and pictures

Legal consumer warranty, set per local governments, applies only for the product, such as 2 years product warranty for EU. However, commercial and residential project warranty only applies when installed by a professional installer and all above install and usage conditions are met and proven.

### 4. Warranty inclusions

The warranty for our portfolio is set as follows as of 1<sup>st</sup> February 2026:

- **IVC accessories:** 2 years
- **IVC Floorward:** Lifetime
- **IVC Living:**
  - o 5 years: Essential collections - residential usage
  - o 7 years: Superior collections - residential usage
  - o 10 years: Prestige collections - residential usage
  - o Exception up to January 1<sup>st</sup>, 2027:
    - 7 years: Essential collections (Atlas, Magneto, Fancitex, Nova, Nova Stone, Nova Wood, Novo, Rapport, Solido, Tigra, Rapport)
    - 10 years: Essential collections (Reflex) and Superior collections (Comfytex, Solitex, Loft, Stella, Novus)
    - 12 years: Essential collections and Prestige collections (Tempo - commercial usage)
    - 15 years: Superior collections (Completo) and Prestige collections (Ultimate Surfaces, Batitec, Studio Casa, Texmark Heritage, Texmark Signature, Fibretex, Supertex, Denvertex, Cermaica, Ultimate Essence, Natural Trends, Parquet Greige, Parquet Natural and Woodlike)
    - 20 years: Prestige collections (Tempo, Nerutex, Logitex Ultimate 55, Premium Elite - residential usage)
    - On demand: Superior Level Plus
- **Lentex:**
  - o 5 years: Bonus, Maxima Eko, Callisto, Maxima Plus - residential usage
  - o 10 years : Orion, Orion Chips, Eclipse 50 - commercial usage
- **IVC Commercial :** As per catalogue of respective year between 5-7-10-12-15-20 years
  - o 7 years: Adriatico 70, Centra 70
  - o 10 years: Voyager NXT
  - o 12 years: Tempo, Optimise 70, ITEC 319+, ITEC 419+, Batitec, Batimax, Batimax+, Silento 55, Logitex Ultra 50 & Logitex Ultimate 55, Nerutex
  - o 15 years: Isafe 70, lperform 70-370-470, Pionieer
  - o 20 years: Ranger
- **IVC Solutions:** on demand, case by case
  - o 2 years: Decorative film
  - o 5 years: Digital print
  - o 10 years: M&M
  - o Exception up to 1<sup>st</sup> January 2027:
    - 12 years: Modultex commercial areas
    - 15 years: GalaPlus
    - 20 years: Modultex residential areas

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### 5. Limitations of Liability

The warranty only applies to the original placed floors to the owner for consumer sales and to the installer for commercial or residential sales. As such, the warranty applies to the first install and is not transferrable. In no event shall we be liable for any incidental or consequential damages. All implied warranties which may arise by implication of law or application of course of dealing or usage of trade - including but limited to, implied warranties of merchantability or fitness for a particular purpose - are expressly excluded. No warranties, express, implied, statutory or otherwise, extend beyond those expressly in this warranty, and all such warranties are expressly refused. By implied warranties we mean warranties that the law promises to have been given by the seller even though they are not set out in writing. The warranty of IVC BV is in any case limited to 1x the invoiced value of the purchased vinyl floor covering goods for the total project and limited to the same product range and subject to the degressive scale as mentioned in article 2. The manufacturer's liability is limited to the replacement cost of the defective material for the original floor. Indirect costs for installing, moving appliances or damages, such as loss of use or income, are not covered. The manufacturer's liability is never that of a floor system, as such install costs cannot be claimed, except when for a proven structural product failure that was not visible at installation. These instructions should be kept for reference. Always check the specific product warranty document for precise terms and conditions. IVC BE disclaims any liability for any sickness; medical expenses or death caused by installation or usage conditions.

Separate purchase T&C [Unilin | division flooring - Sales conditions](#) available on the website and links mentioned on the purchase order confirmation. Claims are to be reported through your respective distribution channel that can transfer the claim with a claim form to [IVC.aftersales@unilin.com](mailto:IVC.aftersales@unilin.com) or for Poland sales [officeflooringpolska@unilin.com](mailto:officeflooringpolska@unilin.com). This version was issued in February 2026, and replaces all earlier versions. The English version is always leading. IVC reserves the right to update this information at any time, without notice.

### 6. Warranty specifics

1. Claims are only valid if reported by filling in the IVC Sheet Vinyl claim form, accompanied by the invoice and roll numbers and proof of the claim. Invoices and labels are needed to define the production dates and lay orientation indications. Claims need to be sent to [IVC.aftersales@unilin.com](mailto:IVC.aftersales@unilin.com) or for Poland production in Poland regions sold to [officeflooringpolska@unilin.com](mailto:officeflooringpolska@unilin.com).
2. Technical visits for non-funded claims will be charged at 100€/hour excl. travel cost.
3. Any unreasonable expectation, not in line with the specifications as defined in the relevant International Product Standard ISO 10582, ISO 11638 or ISO 26986 or EN 651 mentioned on the technical datasheets of the product type. Standard CE certification is included for residential and commercial products, however any additional or optional certification requests will be at charge of the requestor.
4. Damage caused because of fire, storm, accidents, including aggressive chemical attack, explosion, pollution, flood, freezing conditions, lightning, carelessness, vandalism or hydrostatic pressure.
5. Claims for walls, covings or stair noses are not in warranty. Solution business with semi-finished products is not guaranteed as per standards or technical specifications as the final product is guiding the specifications and guarantees.
6. Warranty per product excludes normal wear and use, or discoloration over time >5 years.
7. Reception of goods and storage exclusions:
  - a. Damage or packaging pressure marks caused during transportation, incorrect type, quantities (including <30% volume difference on roll cuts), wet vinyl or discoloration that is not reported at the time of delivery and noted on the CMR. The CMR is the base for your transportation or reception claim.
  - b. Damage caused during storage or treatment before installation or fitting. Installation conditions and storage period are especially important to the quality and aesthetics of your vinyl floor. Our installation instructions are very precise on storage conditions (6-12 months, depending on size different storage positioning conditions).
  - c. Visual defects not visible under normal conditions at eye height (2m and 45° angle) or multiple minor visual defects (<1-2cm diameter; border issues <1cm). Except if a pattern is visible on a longer distance (>5lm).
  - d. Claims for visual defects with impact of <5% of surface and print defects at end or start of roll <1m.
  - e. Minimal variations in color, emboss, gloss, shape or texture between samples or brochure illustrations and the actual floor covering.
  - f. Claims for exudation or 'sweaty vinyl'.
  - g. Clearly visible storage outside of rolls, such as pressure marks and discoloration or color variances upon reception are not guaranteed, else when reported within 24 hours upon reception. Gloss, discoloration print or emboss structure, pressure marks within the rolls, defaults upon condition to be reported within 1 month and latest prior to install.



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8. Installation exclusions:
  - a. Labor costs to repair or replace material with visible conditions that were clear before installation. "INSTALLATION IMPLIES ACCEPTANCE". No warranty will be offered for appearance claims once the product is installed. The nominated party "owner, installer or representative" takes ownership and has final responsibility to ensure that they have received the correct product that was selected.
  - b. Improper Installation: material installed not by the instructions, not respecting acclimatization including all problems caused using non-recommended adhesives, underlayment and/or preparation of the sub-floor, are not warranted. Concrete subfloors can undergo pH changes over time, especially when exposed to moisture. High alkalinity in the concrete can cause a chemical reaction with the vinyl flooring adhesive, leading to yellowing and discoloration. Timber-based subfloors can have tannins and other components that, when exposed to moisture, can migrate through the adhesive layer and into the vinyl flooring, causing staining and yellowing. Underfloor for sheet vinyl is not advised.
  - c. Damage caused by the presence of damp in the underlying surface, including damp from improperly cured leveling compounds and/or adhesives.
  - d. Damage caused by moisture, hydrostatic pressure or alkali in the subfloor. We advise min 100 drying days for new floors. For concrete floors CM method is flooring industry base the accepted standard. When using electrical devices, take into account to remain below 2% at all areas at any time.
  - e. Odor issues and bacterial or mold growth under the IVC floor caused by exposure to wet conditions.
  - f. Discoloration of the product caused by the use on the subfloor of any pen, marker or paint whatsoever which migrates through the product.
  - g. Discoloration by not respecting installation direction or lay orientation, batch and roll numbering for a project.
  - h. Damage due to installing in classic wet rooms or showers when not suited sheet vinyl product type is chosen that are EN 13553 certified or compliant.
  - i. Claims for looselay on steeps, or looselay in combination with heavy duty applications.
  - j. Claims due to bad welding causing leaks, yellowing or other.
  - k. Claims due to enrolling in the wrong direction, the design must always face to the exterior when rerolling to avoid cracks and pressure marks. (keep same roll direction as per delivered when enrolling)
9. Usage exclusions:
  - a. Damage related to the use of the floor in an outside / external location or extreme warm and/or humid condition such as seasonal porches, sauna, wellness, ...
  - b. Damage from floods or standing water.
  - c. Damage on the floor caused by extreme temperature variations. Floors are not suitable for areas exposed to regular and extreme temperature variation or in areas where the climatic conditions suffer elevated temperature fluctuations, i.e. colder night temperatures and high daytime temperatures with direct sunlight. Temperature fluctuations must remain in 6°-30°C range. The performance of the flooring material and adhesives can be adversely affected outside temperatures of 0°- 45°C.
  - d. Damage caused by rolling loads, sliding activities when moving appliances or heavy furniture without protecting the floor (always protect floor by using plywood or hard board runways when moving heavy objects and also when using an appliance dolly, heavy objects equipped with wheels or rollers, including two and four wheel carts etc.).
  - e. Deterioration due to uneven subfloor beyond the allowed product types and installation instructions (overlying sharp edges or tiles).
  - f. Indentation from spiked heels or damage from sharp, cutting or piercing material or furniture standing >12hrs on same location.
  - g. Damage resulting from abuse, stains, oils, greases, burns, casualty events or improper usage. Stains or marks from pet related damage, chewing gums, digging, clawing, casters on furniture, cuts, impact from heavy and sharp objects, narrow or spike heels, hot items, water, cleaning agents, etc...
  - h. Dents, tears and scratches on the surface resulting from the lack of protection of sharp legs of refrigerators, washing machines, tables, armchairs, scratches from sand or grid etc...
  - i. Scratches and wear from sources other than pedestrian traffic. Pedestrian traffic damage caused by the absence of a proper entrance doormat, which can remove substantial amounts of abrasive particles and dust as well as absorb moisture. Walk path discoloration can be caused by insufficient cleaning or latex based safety shoes or sneakers. High traffic areas might discolor more quickly due to abrasion and the accumulation of dirt and grime.
  - j. Discoloration due to external pollutants: exposure to tar, asphalt, smoke, soot, latex safety shoes or frequent passage without proper cleaning.
  - k. Discoloration caused using latex or rubber-backed floor mats and rugs or any other flexible plastic having plasticizers (under doors, closets, ...). Note that some synthetic backed rugs also do have latex that may discolor your floor and leave stains. Avoid discoloration or yellowing by leaving any exposed metal, latex or rubber legs or products such as table or chair feet, tires and mats, certain types of rubber soles, small elements made of rubber or other in contact with the vinyl floor, these will cause permanent staining. Furniture or equipment are best protected by vinyl or felt pad protectors as claims for this type of stain are not guaranteed.
  - l. Discoloration caused by rubber pads, rubber wheels, rubber tires, rubber rollers, automotive tires, intensive foot traffic with safety shoes or any other footwear having migrating plasticizer's, etc.. Rubber and latex castors or protection caps may not be used. We request the use of castor type W, as per EN 12529.
  - m. Discoloration due to UV Radiation: prolonged exposure to direct sunlight can cause vinyl flooring to age, yellow and discolor due to UV radiation, which breaks down the chemical bonds in the vinyl.
  - n. Discoloration due to heat: Sunlight creates heat and solar gain, which can worsen the discoloration process.



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### 10. Maintenance exclusions:

- a. Damage by neglecting the maintenance instruction.
- b. Improper maintenance which results in the loss of gloss, discoloration, yellowing or the build-up of a blurry layer over the surface. This includes damage caused by flood, standing water, steam mops or cleaning agents. Absence of proper entrance walk-off material, which can remove substantial amounts of dry soil as well as absorb water or oil-based moisture.
- c. Damage resulting from neglect or misuse of polish, PU coatings, lacquers, strong detergents, chemicals, corrosives; including, but not limited to stains from paints, dyes, mats, fertilizers or other similar materials. Harsh or inappropriate cleaning products, especially those having ammonia, chlorine / bleach, or that add a sheen or gloss, can react with vinyl, causing discoloration as well as changing the slip resistance properties of the flooring. Some will leave a surface residue which attracts dirt and contaminants, also contributing to a change in appearance. Amines: Certain cleaning agents or residues from adhesives can have amines, which can react with the vinyl flooring, leading to discoloration.
- d. Damage caused by appliances or plumbing leaks.
- e. Fading or discoloration due to excessive sunlight. Almost all flooring will vary in color over time when exposed to UV light. Avoid this by using curtains or blinds when the sun is bright. On the other side, do not permanently keep your area in the dark, as PVC also has a tendency to yellow in the dark. The combined effect can cause covered areas (under furniture, under permanently closed doors, etc...) to differ in color compared to non-covered areas. This is a characteristic of all PVC floor coverings and is excluded in our warranty conditions.
- f. Damage caused by remodel or construction related activities.
- g. Damage caused by lacquered, coated or restored sheet vinyl floors.
- h. Damage caused by cleaning or other floor contact making products that will cause yellowing, stains or discolorations:
  - i. Concentrated chlorinated solutions.
  - ii. Quaternary Ammonium solutions
  - iii. Petroleum distillates (e.g. white spirit, turpentine, cellulose thinner, acetone...)
  - iv. Toxic or flammable solvent-based products
  - v. Xylene and toluene-based products or markers
  - vi. products based on caustic soda.