Portofino Flooring

WPC FLOORING LIMITED WARRANTY

50-Year Residential · 10-Year Light Commercial

READ THIS WARRANTY IN FULL BEFORE INSTALLATION

Installation constitutes acceptance of these terms

portofinoflooring.com

INTRODUCTION & WARRANTY SCOPE

This LIMITED WARRANTY ("Warranty") is provided by Portofino Flooring ("Portofino") and applies exclusively to Portofino-branded WPC (wood plastic composite) flooring products ("Product"). This Warranty covers **manufacturing defects only** and applies solely to the **original purchaser** who buys the Product directly from Portofino or an authorized Portofino distributor.

This Warranty does not cover installation errors, improper jobsite conditions, moisture-related issues, damage from neglect or misuse, or any conditions outside of Portofino's installation and maintenance requirements.

By installing Portofino WPC flooring, the purchaser and installer agree that: (1) they accept the Product as delivered, including visual appearance, color tone, gloss, texture, and pattern; (2) they accept all jobsite environmental and subfloor conditions as appropriate for installation; and (3) they understand and accept all Warranty limitations and exclusions contained herein.

Portofino may update this Warranty periodically. The version that applies is the one in effect at the time of original purchase.

WARRANTY COVERAGE PERIODS

Residential Warranty (50 Years). Portofino provides a 50-Year Limited Warranty for residential, owner-occupied installations, for as long as the **original purchaser** owns and resides in the home where the Product is installed. This Warranty ensures the flooring will be free of manufacturing defects when installed and used under normal residential conditions. This 50-year coverage is not prorated.

Commercial Warranty (10 Years). Portofino provides a 10-Year Limited Warranty for light commercial use, including but not limited to office suites, retail stores and boutiques, hotel rooms, conference rooms, salons (dry areas only), light hospitality spaces, and waiting rooms. Commercial coverage does not extend to restaurants, gyms, industrial facilities, commercial kitchens, locker rooms, or high-moisture commercial areas.

SURFACE WEAR COVERAGE

Portofino warrants that the wear layer of the Product will not wear through to the printed decorative layer under normal use during the applicable warranty period. Wear-through must be readily visible from a distance of six (6) feet and must cover an area of at least one (1) square inch. Wear or damage at the edges or bevels of planks is excluded from this coverage. Gloss reduction, dulling, changes in sheen, and surface scratches are normal characteristics of resilient flooring in service and are not considered wear-through or manufacturing defects.

LIMITED WATERPROOF COVERAGE (TOPICAL MOISTURE ONLY)

Portofino warrants that the structural integrity of the WPC core will not be significantly diminished by exposure to **topical** water — everyday spills, wet shoes, and surface moisture that is promptly removed — under normal residential use conditions. This coverage applies strictly to the flooring product itself.

This Warranty is not a guarantee against water damage to the surrounding structure. The Product is not a moisture barrier, and this Warranty does not cover damage to subfloors, walls, moldings, cabinetry, personal property, or any other part of the residence resulting from water exposure. Water that migrates beneath the flooring, wicks at the perimeter, or penetrates through seams and reaches the subfloor is not covered, nor is damage from flooding, standing water, plumbing or appliance leaks, or hydrostatic pressure.

WHO IS COVERED

This Warranty applies only to the **original purchaser** of the Product and only for flooring installed at the original installation address. It covers residential homeowners and approved commercial end-users who purchased directly from Portofino or an authorized dealer. This Warranty does not extend to subsequent homeowners, tenants, or landlords who are not the original purchaser. It also does not cover resold flooring, flooring installed in a new location after removal, or any products purchased through unauthorized sellers. This Warranty is strictly non-transferable, regardless of whether the property is sold.

PROOF OF PURCHASE REQUIREMENTS

All warranty claims must be supported by valid proof of purchase, which includes the original sales invoice, the date of purchase, the product SKU, color, and quantity, as well as the batch or lot numbers and the installation address. Clear photos showing the alleged defect must also be provided. Claims submitted without complete documentation may be denied by Portofino.

WARRANTY REGISTRATION

Portofino recommends registering your warranty within 30 days of installation. Registration is optional and is not a condition of coverage; it offers benefits including faster claim processing, reduced documentation requirements, and immediate verification of purchase. Failure to register does not void or reduce this Warranty in any way.

PRE-INSTALLATION REQUIREMENTS

Proper pre-installation is essential for Warranty coverage, and the installer must follow all Portofino guidelines. Before installation begins, both the installer and the owner are required to inspect every plank for color, pattern, gloss, visual irregularities, and any damage to locking edges, and must verify that the product, color, and quantity are correct. Any defects must be reported prior to installation, as any plank

that is installed is considered accepted and cannot later be claimed as defective. To ensure natural visual variation, planks must be mixed from multiple cartons during installation. By beginning the installation, the installer confirms that the jobsite meets all environmental, structural, and flatness requirements and that all conditions are stable and compliant with Portofino guidelines. If installation proceeds at a jobsite that does not meet these requirements, the Warranty becomes void.

Manufacturing defects affecting no more than five percent (5%) of the total material purchased fall within the industry-standard waste and cutting allowance and are not covered by this Warranty. Purchasers should order an appropriate waste factor above net square footage.

JOBSITE, SUBFLOOR & ENVIRONMENTAL REQUIREMENTS

The jobsite must meet all conditions outlined in this section or the Warranty will be void. Interior climate must be maintained between 60–80°F (15–27°C) with humidity levels between 35–55%, and these conditions must remain stable for at least 48 hours before installation, throughout installation, and continuously afterward. Exposure outside these ranges may cause expansion, contraction, warping, or gapping, none of which are covered under this Warranty. The building must be fully enclosed, weather-tight, dry, climate-controlled, and free of water intrusion, leaks, or plumbing issues, and all wet construction must be fully completed prior to installation. The subfloor must be clean, dry, structurally sound, flat, smooth, and free of contaminants such as oil, paint, wax, solvents, adhesives, or residues, and moisture testing is required for concrete substrates. Any failures caused by improper jobsite or subfloor conditions are not covered under this Warranty.

Acclimation. The Product must acclimate for a minimum of 48 continuous hours within the installation environment at a stable temperature between 60–80°F with relative humidity maintained between 35–55%. During the acclimation period, cartons must remain unopened, stored flat, and kept in the actual installation room — not leaned, stood upright, or placed in a different environment. A permanent HVAC system must be fully operational and running before, during, and after installation to ensure climate stability. Temporary heat sources such as propane or kerosene heaters are not permitted, as they can cause rapid temperature fluctuations. Failure to properly acclimate the Product will automatically void the Warranty for any issues related to gapping, peaking, warping, joint stress or failure, or expansion and contraction.

SUBFLOOR FLATNESS REQUIREMENTS

For the Warranty to remain valid, the subfloor must meet strict flatness standards. The surface must be flat within 1/8 inch over a 4-foot span, a requirement that is more precise than many general flooring standards and is designed to protect the locking system and ensure long-term performance. Subfloors that do not meet this tolerance can lead to hollow spots, peaking or lifting, gaps, joint stress, click-system failure, and excessive deflection — none of which are covered under this Warranty.

UNDERLAYMENT & MOISTURE BARRIER REQUIREMENTS

A **6-mil polyethylene moisture barrier** is mandatory beneath all Portofino WPC flooring when installed over concrete subfloors, wood subfloors with potential moisture concerns, or in any area where vapor transmission is unknown. The barrier must be continuous, with seams overlapped and taped. Failure to install this moisture barrier is considered an installation error and voids the Warranty.

All Portofino WPC planks include an attached EVA underlayment pad. No additional underlayment, foam, padding, or soundproofing layer of any kind may be installed beneath the flooring — over concrete, only the **6-mil polyethylene moisture barrier** may be used. Adding any additional layer can cause joint stress, deflection, locking system damage, soft spots, and floor movement, and automatically voids the Warranty.

Even with the correct moisture barrier in place, the Warranty does not cover issues related to hydrostatic pressure, moisture from below or around the slab, moisture caused by building defects, standing water, leaks, or flooding.

APPROVED & PROHIBITED SUBSTRATES

Correct substrate selection is essential for Warranty coverage. Portofino WPC flooring may be installed over fully cured concrete slabs, plywood or OSB subfloors, existing ceramic tile that is well-bonded and level, and existing vinyl or linoleum that is fully adhered and non-cushioned. All approved substrates must be dry, clean, structurally sound, and free of mold, mildew, and contaminants such as paint, adhesive residue, wax, or oil. Installation is not permitted over carpet of any type, carpet padding, rubber flooring, floating subfloors that are not secured to the structure, soft vinyl or cushioned flooring, existing floating floors of any kind, uneven or damaged surfaces, or any subfloor with active moisture issues. Installing over prohibited substrates will void the Warranty.

INSTALLATION REQUIREMENTS

Proper installation is essential for maintaining Warranty coverage. A minimum **3/8-inch expansion space** must be left around all walls, columns, pipes, cabinets, door frames, and any fixed vertical obstruction; failure to provide this spacing can lead to peaking, tenting, and joint failure, none of which are covered. Continuous runs must not exceed **50 feet** in length or width; runs beyond 50 feet require perimeter expansion space increased to **1/2 inch** and an expansion break with a T-molding. End joints must be staggered by at least 8 inches, and the installer must avoid creating H-joints, stair-step patterns, or other repeated patterns. Only tools appropriate for rigid WPC material may be used, as any damage caused by forcing planks into place will void the Warranty. WPC flooring may be installed on stairs only with a full glue-down method, as floating installations are not permitted on staircases. During installation, the installer must inspect every plank, set aside any pieces with visible defects, and understand that any plank installed is considered fully accepted and cannot be claimed as defective afterward. A floating floor must never be pinned, trapped beneath cabinetry or fixtures, or fastened through in any way.

WET-AREA RESTRICTIONS

WPC flooring must not be installed in full bathrooms containing showers or tubs, saunas, steam rooms, or sunrooms lacking active, permanent humidity control, or in any room with a floor drain or wet zone. Installation in these areas voids this Warranty. Powder rooms without a shower or tub are acceptable installation locations, provided all other environmental and moisture-protection requirements are met.

RADIANT HEAT REQUIREMENTS

WPC flooring may be installed only over **embedded hydronic (water-based) radiant systems** with at least **1/2 inch** of separation between the heating elements and the flooring, with evenly distributed heat and an in-floor temperature sensor to prevent overheating. The in-service floor surface temperature must never exceed **80°F (27°C)**. New systems must operate at capacity for at least 3 weeks before installation, with concrete moisture not exceeding 2.5% (CM method); the system must be turned off 24 hours before, during, and 24 hours after installation, then raised gradually in 5°F increments. Installation over electric heating mats, foil systems, or any surface-level radiant system is prohibited and voids this Warranty. Damage attributable to heat exposure exceeding these limits is excluded from coverage.

POST-INSTALLATION CONDITIONS

Proper care and stable environmental conditions are required immediately after installation to maintain Warranty coverage. Following installation, the temperature must remain between 60–80°F and humidity between 35–55%, as sudden changes can cause expansion, contraction, or joint separation, none of which are covered. Initial cleaning should be limited to dry dusting, vacuuming without a beater bar, or light damp mopping, and steam mops, wet mopping, or harsh chemicals must not be used. Heavy furniture or appliances should not be moved across the floor for at least 24 hours, and when they are moved, plywood sheets or moving boards must be used — never drag heavy items directly — and all furniture legs should have felt pads. Only mats with non-rubberized backings should be placed on the floor, as rubber or latex can cause discoloration that is not covered by the Warranty. In areas with direct sunlight, window coverings are recommended to prevent fading, discoloration, and heat-related expansion.

WARRANTY EXCLUSIONS (NOT COVERED)

This Warranty covers **manufacturing defects only**, and the following conditions are not covered under any circumstance. Improper installation voids all coverage, including failure to acclimate the product correctly, installing over unapproved or uneven substrates, not using the required moisture barrier, adding any additional underlayment or padding, providing insufficient expansion space, exceeding maximum run lengths without expansion breaks, forcing planks together, failing to stagger joints, or installing planks that were visibly damaged prior to installation. Improper maintenance is also excluded, such as the use of steam mops, wet mopping, abrasive or industrial cleaners, waxes, polishes, oils, or scrubbing pads, as these can permanently damage the wear layer and are not manufacturer defects. Physical damage such

as scratches, scuffs, dents, impact damage, high heel marks, drag marks from appliances, cuts, damage from children's toys, pet-related damage of any kind, and chair caster wear without protective mats are excluded as normal wear or accidental damage. Structural or subfloor-related issues — including subfloor movement, deflection, loose panels, cracked concrete, or moisture rising through slab cracks — are not covered, as WPC flooring cannot correct underlying structural failures. Environmental damage, including extreme heat exposure, direct sunlight causing heat buildup, extreme dryness or humidity, or installation in non–climate-controlled areas such as garages, sunrooms without HVAC, porches, patio homes, and RVs, is also excluded. Additionally, normal wear and appearance changes such as fading, wear patterns, loss of gloss, texture changes, minor surface variations, and batch variations between boxes are not covered, as they are natural characteristics of resilient flooring. Defects within the 5% waste and cutting allowance, flooring sold as odd lots, seconds, or clearance material, and moldings and trims are likewise excluded.

MOISTURE-RELATED EXCLUSIONS

Moisture migrating beneath or around the flooring is the leading cause of resilient flooring installation failure, and except as expressly provided under the Limited Waterproof Coverage above, this Warranty does not cover damage or failure caused by moisture. Subfloor moisture issues such as vapor emission failure, moisture trapped beneath the moisture barrier, high moisture levels in crawlspaces, or moisture intrusion from exterior walls are not covered. Hydrostatic pressure — water rising upward through a concrete slab — is excluded from coverage regardless of any moisture testing results. Environmental moisture and condensation issues, including condensation from HVAC ducts, moisture caused by temperature fluctuations, poor insulation, or the formation of mold or mildew, are similarly excluded. Any form of flooding or leaking — such as dishwasher, refrigerator, or washing machine leaks, burst pipes, overflow events, roof leaks, or storm-related flooding — and any damage to subfloors, structures, or personal property from any water source, is not covered under this Warranty.

COLOR, TEXTURE & BATCH VARIATION

WPC flooring is intentionally designed with natural variation, and several appearance differences are considered normal rather than defects. Acceptable variation includes differences in color tone, slight embossing or gloss variations, shade changes from plank to plank, variations between production lots, and minor differences between samples and the actual installed flooring. Samples and online photos are meant to show general aesthetic direction only, and exact matches cannot be guaranteed. Additionally, any flooring reordered at a later date may differ slightly from previously installed material due to batch variation, and such differences are not covered under this Warranty.

MAINTENANCE & CARE REQUIREMENTS

Proper maintenance is required to keep this Warranty in effect. Floors should be swept or vacuumed regularly — using a vacuum without a beater bar — and cleaned with microfiber mops and pH-neutral cleaners. Certain cleaning methods are strictly prohibited, including steam mops, wet mopping, harsh

chemicals, vinegar or acidic cleaners, oil soaps, and mop-and-shine products. To protect the flooring long-term, use walk-off mats at entryways, place felt pads or furniture leg protectors under all furnishings, keep pet nails trimmed, and use protective mats under rolling office chairs.

FURNITURE, APPLIANCE & HEAVY OBJECT PROTECTION

To maintain warranty coverage, the flooring must be properly protected from damage caused by furniture, appliances, and other heavy objects. All furniture must have felt pads or protective glides on every leg, foot, or contact point, as failing to use them can result in scratches or dents that are not covered. Heavy items such as refrigerators, washers, sofas, and large furniture must never be dragged across the floor; instead, hard protective boards, sliders, or plywood sheets must be used, and lifting is preferred whenever possible. Dragging heavy items can cause gouges, compression marks, joint damage, and surface tearing, all of which are considered physical damage rather than manufacturing defects. Rolling loads — including office chairs, carts, toolboxes, and industrial equipment — must be properly supported with mats or hard-surface protectors, as they can create denting or long-term wear patterns that are not covered. Large appliances such as refrigerators, stoves, dishwashers, and laundry machines require rigid floor protection during installation or movement, and their leveling legs must be properly adjusted to prevent damage. Any harm caused by appliance legs, wheels, or dragging is excluded from Warranty coverage.

PET-RELATED DAMAGE

Portofino WPC flooring is designed to be durable and pet-friendly; however, pet-related damage falls outside the scope of this Warranty. Wear from pets, such as surface scratches from claws, chewing, or marks from energetic play, as well as staining from pet accidents, are not considered manufacturing defects and are therefore not covered. Repeated exposure to moisture or acids found in pet urine or feces may cause staining, wear-layer deterioration, or joint issues over time. These situations are viewed as part of everyday household use and maintenance rather than product defects.

SUNLIGHT, FADING & HEAT EXPOSURE

Prolonged exposure to direct sunlight may lead to natural changes such as fading, discoloration, yellowing, or heat-related expansion. These effects are normal characteristics of resilient flooring and are not considered defects. To help minimize discoloration or excessive heat buildup, homeowners should use blinds, curtains, or other window coverings during peak sunlight hours, and occasionally move rugs or furniture to prevent uneven fading. Flooring should also be kept away from direct heat sources such as space heaters, radiant heat blowers, fireplaces, and closed-door heating vents, as excessive heat may cause warping or expansion, which is not covered under the Warranty.

CLAIM FILING PROCEDURE

To file a Warranty claim, the **original purchaser** must follow the required process, as incomplete or inaccurate submissions may result in denial. All claims must be submitted within 30 days of discovering the issue. A complete claim must include proof of purchase, batch or lot numbers, the installation address and installation date, photos or videos documenting the issue, moisture test results if applicable, a description of the problem, and proof that the required moisture barrier was used. The purchaser must also provide Portofino or its authorized agents access to the installation site, the flooring, and the subfloor if inspection is necessary.

INSPECTION PROCESS

Upon receiving a Warranty claim, Portofino may determine whether an on-site inspection, remote review, or laboratory analysis is necessary to evaluate the issue. Portofino reserves the right to send an independent inspector to assess the flooring, subfloor conditions, environmental conditions, and installation methods. During inspection, the purchaser must grant full access to the affected areas. If samples are requested, the purchaser may be required to remove a portion of the flooring for further analysis; Portofino is not responsible for costs associated with removal, reinstallation, or repairs made solely for inspection purposes. If the inspector concludes that the issue results from improper installation, environmental conditions, moisture exposure, misuse, or any factor outside the scope of manufacturing defects, the claim will be denied.

REMEDIES AVAILABLE

If a manufacturing defect is confirmed, Portofino's sole obligation is limited to replacing the defective material only. Replacement flooring planks will be provided in the same or a similar design, and if the exact product is no longer available, Portofino may supply a comparable alternative. The Warranty does not cover labor costs for removing existing flooring or installing replacement flooring, nor does it cover subfloor preparation, moisture testing, moisture mitigation, furniture moving, damaged moldings or trim, hotel or accommodation expenses, loss of income or time, inconvenience, emotional distress, or any incidental or consequential damages. Because color variation between production batches is normal, replacement planks may not perfectly match the existing flooring; this is not considered a Warranty defect.

LIMITATIONS OF LIABILITY & IMPLIED WARRANTIES

TO THE FULLEST EXTENT PERMITTED BY LAW, PORTOFINO'S LIABILITY UNDER THIS WARRANTY IS STRICTLY LIMITED TO THE ORIGINAL PURCHASE PRICE OF THE FLOORING MATERIAL. PORTOFINO SHALL NOT BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL, OR CONSEQUENTIAL DAMAGES OF ANY KIND, INCLUDING BUT NOT LIMITED TO LABOR CHARGES, SUBFLOOR REPAIR, TRANSPORTATION COSTS, LOST TIME OR WAGES, OR RELOCATION EXPENSES. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR

CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

ANY IMPLIED WARRANTIES ARISING FROM THIS SALE, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED IN DURATION TO THE DURATION OF THE APPLICABLE WRITTEN WARRANTY PERIOD SET FORTH ABOVE. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU.

This Warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

ARBITRATION; CLASS ACTION WAIVER

PLEASE READ THIS SECTION CAREFULLY. IT AFFECTS YOUR LEGAL RIGHTS.

Pre-Dispute Notice. Before initiating arbitration, the purchaser must send Portofino a written notice of dispute, including supporting documentation, through the contact channels listed on Portofino's official website. Portofino shall have sixty (60) days after receipt to investigate and attempt to resolve the dispute informally. If the dispute is not resolved within that period, either party may commence arbitration.

Binding Arbitration. To the fullest extent permitted by law, any dispute, claim, or controversy arising out of or relating to the Product, its purchase, or this Warranty shall be resolved exclusively by final and binding arbitration on an individual basis, administered by the American Arbitration Association under its Consumer Arbitration Rules or by JAMS under its consumer arbitration minimum standards. The seat of arbitration shall be Los Angeles County, California. Hearings may be conducted remotely by video or telephone where permitted by the applicable consumer rules. Fees and costs shall be allocated consistent with the applicable consumer rules. Nothing in this section prevents either party from bringing an individual claim in small claims court where permitted by law, and nothing in this section limits any non-waivable rights the purchaser may have under the Magnuson-Moss Warranty Act or applicable state law.

CLASS ACTION WAIVER. TO THE FULLEST EXTENT PERMITTED BY LAW, ALL CLAIMS MUST BE BROUGHT IN THE PARTIES' INDIVIDUAL CAPACITY, AND NOT AS A PLAINTIFF OR CLASS MEMBER IN ANY PURPORTED CLASS, COLLECTIVE, REPRESENTATIVE, OR PRIVATE ATTORNEY GENERAL PROCEEDING. THE ARBITRATOR MAY NOT CONSOLIDATE CLAIMS OR PRESIDE OVER ANY FORM OF REPRESENTATIVE PROCEEDING.

If any portion of this section is found unenforceable, or if arbitration is otherwise unavailable for a particular claim, that claim shall be brought exclusively in the state or federal courts located in California, on an individual basis, and the remainder of this section shall continue in full force and effect.

GOVERNING LAW

This Warranty shall be governed by, interpreted, and enforced in accordance with the laws of the State of California, without regard to conflict of law principles, and applicable federal law. Subject to the Arbitration section above, any permitted court action arising out of or relating to this Warranty, the Product, or its installation shall be brought exclusively within the state or federal courts located in California.

SEVERABILITY

If any term, condition, or provision of this Warranty is found to be invalid, void, or unenforceable, such provision shall be severed from the Warranty, and the remaining provisions shall remain fully binding and enforceable. The invalidity of one section does not affect the validity of any other section, and the Warranty shall continue to operate to the fullest extent permitted by law. Portofino's failure to enforce any provision shall not be construed as a waiver of that provision or of the Warranty as a whole.

CONTACT INFORMATION

All Warranty inquiries, documentation requests, and claim submissions must be directed to Portofino Flooring's Warranty Department via the official website or customer support email listed at portofinoflooring.com, providing all required documentation outlined in the Claim Filing Procedure.

Portofino may update its contact information and submission methods from time to time, and purchasers are responsible for using the current contact channels listed on Portofino's official website.