



RIBADAO
WOOD BOUTIQUE



Caravel Collection



Caravel Collection Warranty

This Caravel SPC Floor Limited Warranty is given to the original purchaser of our products and is limited to Caravel SPC Floors products only! Liability is limited to the original purchase price or cost of repair to affected area(s), subject to the discretion of Caravel.

This warranty is NOT transferable and may not be claimed by any other than the original purchaser!

Important

Caravel SPC Floors Installation and maintenance guidelines MUST be followed as a condition for this warranty. Failure to comply with the installation and maintenance parameters is subject to denial of the claim. Prior to purchasing and/or installing any Caravel SPC Floor product, the homeowner and, or installer must make sure to read the following guidelines.

- ✓ Caravel SPC Floor Installation Guide
- ✓ Caravel SPC Floor Maintenance & Care Guide

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25 Year Residential Warranty

Under this SPC Flooring 25 yrs. from the original date of purchase, when installed, maintained, and cared for in accordance with Caravel SPC Flooring recommended installation and maintenance guidelines as well as used under normal household conditions in a dry, enclosed residential building.

Wear Layer

Caravel SPC Floor warrant for the period stated in this warranty, which the surface wear-layer on SPC floors should not wear through under normal use. (Vinyl layer wear-through is defined as 100% vinyl layer wear-through that exposes the core material over a minimum of 5% of the total installation).

Note: This warranty will be voided if any modification or alterations were made to the flooring wear layer, such as sanding or abrading.

Manufacturing Defects

Caravel SPC Floor warrant for the period stated in this warranty, which the SPC floors, in their original manufactured condition, at the time purchased, will be free from any manufacturing defects caused by production.

Waterproofing

The Caravel SPC flooring planks are designed to be waterproof; Therefore, the flooring integrity will not be diminished significantly if exposure to water occurs. Even though SPC flooring planks are waterproof, water can still accumulate in buildings or on building material, mold and, or mildew can occur. Caravel SPC Floors warranty does NOT cover any damage resulting from mold and/or mildew growth due to prolonged exposure to moisture. Additional layer of 6 mil poly film or equal vapor retarder with a perm rating of .1 or less may be used as an additional layer of protection.

10 Year Limited Light Commercial Warranty

The SPC floor also carries a 10-year Light Commercial Warranty, from the original date of purchase, when installed, maintained, and cared for in accordance with Caravel SPC Flooring recommended installation and maintenance guidelines as well as used under normal household conditions in a dry, enclosed commercial building.

- Wear layer wear-through must be readily visible from a distance of 6 feet, measuring at least 1 square inch.
- Wear-through at the edges of floors is excluded from this warranty and will NOT be covered.

- Gloss fading is not considered wear-through under this warranty and will NOT be covered.
- Floors installed over radiant heated sub-floors, but were not indicated as suitable for radiant heat, will void all warranty coverage.

This warranty does NOT cover Type, Color, Shade

- It is up to the homeowner and/or installer to ensure the correct type, model, collection, and color were delivered to the jobsite prior to installation. The homeowner/installer can do so by comparing it with the “sample” that the floor was selected from to ensure the floor received is the correct flooring and it is acceptable for installation.

Therefore, this warranty will NOT cover

- Claims related to incorrect floor type, model, collection, or color once the floor was installed!
- Claims related to color variations between flooring and/or samples and other flooring or SPC products, which you wish to match (Such as: cabinets, stair railings, trim, etc.)
- Claims related to color, shade, or texture variations between samples provided and flooring delivered once flooring planks were installed!
- Claims related to differences between color of samples and the color of installed floors, and color variations from board to board.
- Claims related to differences in color between different dye lots.
- Claims related to color shifting over time because of exposure to sunlight, contact with cleaning agents, leaks from appliances and plumbing, and mats or area rugs constructed of rubber or PVC install in residential or commercial.

Defects & Damages

Industry standards allow for a defect and irregular tolerance of up to 5%. Therefore, it is the homeowners/installers responsibility to inspect the product for any visible defects or damages prior to installation. If the floor does not meet the homeowners/installers’ expectations and/or is not acceptable for installation; please contact your retail store before beginning installation!

Therefore, this warranty will NOT cover

- This warranty does not cover any right to claim for any flooring defects once the floor was installed.

- This warranty becomes invalid once any flooring panels with visible defects have been installed!
Installed Floors & Used Planks

The Caravel SPC Flooring Warranty does not cover any claims related to incorrect type, model, collection, color, visible defects, or damages once the floor was installed. No claims will be honored. Nor any replacement or refunds will be offered or issued once the floor is installed!

- Complaints or claims concerning used planks will not be accepted. This warranty will be voided and will not apply if the SPC flooring has not been: Installed maintained, cleaned, or cared for in accordance with our recommended installation and maintenance guides.

Job-Site Conditions & Installation Surface Deficiencies It is the sole responsibility of the homeowner and, or installer to determine if the job site conditions, environment, and installation surface (Sub-Floor) follow the local building codes and are acceptable for SPC Flooring installation. Please make sure to evaluate the jobsite for potential problems before SPC flooring is delivered and installation begins.

- Caravel SPC Floors warranty does not cover any failures resulting from, or related to, job-site environment/condition or sub-flooring deficiencies.
- All substrates must be flat and free of dust, loose particles, paint, drywall compound, and structurally sound.
- Sand and/or flatten the substrate to within 3/16" dip or rise in 10' or 1/8" dip or rise in 6' radius for.
- If leveling of the substrate is required, use only cement-based leveling compounds. Be sure to follow the leveling compounds manufacturer installation guidelines.

SPC flooring can be installed over wood sub-floors that are ON or ABOVE GRADE and over concrete or gypcrete substrates that are BELOW, ON, or ABOVE GRADE.

- The substrate when walked on must not exceed 1/4" deflection in a 6' radius, or more than a 1/16" between the floor joists. If it does, this condition must be corrected before any product installation begins. The subfloor will not stiffen up after the flooring is installed.
- Always check and repair any loose, delaminating, or broken substrates.
- Hand-held angle grinders with special cupped diamond grinding wheels and vacuum attachments can be rented or purchased from your local rental or home building center. This system works well with any type of substrate. Use precautions when sanding any surface. Check the substrate out for any health hazards. Always wear safety equipment and approved dust mask.

- Mandatory 6 mil poly use: Using 6 mil polyethylene sheeting is a nonnegotiable requirement. Failure to comply may result in your warranty not covering related issues or claims.

Installation & Installer Errors

Caravel SPC Flooring products must be installed in accordance with the Caravel Installation Instructions followed by using the appropriate materials and accessories that have been recommended or approved by Caravel SPC Floors. It is also suggested that Caravel SPC floors be installed by an experienced SPC flooring professional. A professional installer should be able to provide evidence of past work either via references or show completed work. They will also know what inspections to make that are required before, during, and after installing SPC flooring. If not installed by a flooring professional; installer assumes any risk of issues arising due to improper installation, and/ or any issues arising from improper Pre / Post installation inspections.

Therefore, this warranty will NOT cover

- Claims related to or resulting from improper installation or installer errors.
- Claims related to use of products or accessories that were NOT approved or recommended by Caravel SPC Floors.

If you are not sure of which product to use, please contact Ribadao Wood Boutique before installing or using any products or accessories to install the floor.

Exceeded Recommended Conditions & Moisture Content

Caravel SPC Flooring products are made to perform best in relative humidity range of 25%-45%, and within a temperature ranging from 23F° to 120F°. These conditions are usually the normal living conditions of any normal household. Therefore, it is the homeowner and/or installer responsibility to conduct extensive moisture testing to the sub-floor to ensure the designated installation surface meet Caravel SPC Floor installation guidelines and is acceptable for SPC flooring installation. Therefore, this warranty will NOT cover

- Any claims related to exposure to excessive moisture or improper environmental conditions (Humidity Changes). (The use of a humidifier/dehumidifier may be necessary to maintain the proper humidity level between 25%-45%)
- This warranty does not cover changes in floor color due to aging or excessivemoisture.
- Even though SPC flooring planks are waterproof, water can still accumulate in buildings or on building material, mold and, or mildew can occur.

- Claims related to failure to adhere to 6 mil poly use. It's crucial to use 6 mil polyethylene sheeting as specified. Failing to do so could lead to warranty claims being denied for associated issues. Caravel SPC Floors' SPC floor warranty does NOT cover any damages resulting from mold and/or mildew growth due to prolonged exposure to moisture.

We at Ribadao confirm that cabinets can be installed on our SPC luxury vinyl flooring Caravel collection given the following conditions are fully satisfied:

1. Firstly, the subfloor needs to be completely leveled and smoothed before installation of the SPC Caravel/Buccaneer flooring with the cabinets installed on it.
 - Must be flat to within 1 /4" in a 10ft. span; no bumps or low spots. Subfloors should not slope more than 1" per 6ft.
 - Must be clean: no construction debris, soil, mud or any other objects on or adhering to the floor; if necessary, scrape and sweep away before the installation; no protrusions of nails, debris, or metals should remain.
 - Must be free from moisture-related conditions that can damage the installed flooring.
 - Be structurally sound without deflection.
2. Secondly, PSI (Pound per Square Inch) on the SPC Caravel flooring shall not exceed 3500 PSI after the cabinets are installed.
3. Other conditions as per our warranty policy and installation manual are properly applied.

Acclimation

Even though Caravel SPC Flooring products does not contain any elements which are still required to be acclimated, so the newly manufactured flooring planks can adjust to the new environment and slowly reach the same setting as living conditions, which directly coincides with a relative humidity range of 25%-45%, and within a temperature ranging from 23F° to 120F°. These conditions are usually the normal living conditions of any normal household. Therefore, it is recommended to acclimate Caravel SPC flooring for at least 1-2 days.

This warranty does NOT cover any claims related to exposure to excessive moisture or improper flooring acclimation issues.

This Warranty EXCLUDE

- Surface wears or damages such as: Reduction in gloss, marks, scuffs, scratches, gouges, dents, cuts, splits, cracks, grain raising, checking, edge fracturing, splintering, chipping, end lifting, swelling, shrinking, cupping, and bowing that occurs during or after the floor has been installed and caused by abusive conditions, misuse of the product, severe impact, freight damage, modification, alteration, and repair or service of SPC floors by anyone other than those that are authorized by Caravel SPC Floors.
- Accidents such as, but not limited to, damage caused by scratching, severe impact, cutting, negligence, fire, and flooding.
- Damage caused by caster wheels or vacuum cleaners.
- Failure to provide adduced furniture support with floor protectors that are at least one inch in diameter.
- Changes in color due to aging, exposure to sunlight or ultraviolet (UV) rays (which may cause oxidation of finish/stain) are not considered a defect.
- Natural expansion and contraction resulting in separation between boards.

Filing A Claim

To make a claim under this warranty, contact your Caravel SPC Floor authorized retailer within 30 days following the date of discovery or detection of wear-through, fading or staining. An original proof of purchase (including the date of purchase) must be presented when requesting warranty service.

In the event of a claim meeting the conditions of the 25 Yrs. Residential Warranty or the 10 Year Limited Commercial Warranty, Caravel SPC Floors will provide materials free of charge to repair or replace defective SPC floor panels.

Shipping costs, tariff, VAT, TAX and Labor costs associated with original installation, and/or re-installation, will not be covered under this warranty. If the product for which the claim is made is discontinued or no longer available, the customer will be able to choose from Caravel's current product range and select a product of equal value. Caravel warrants replacement products, for the remainder of the original warranty period only.

Right for Inspection

Ribadao reserves the right to inspect the installed SPC floor panels and remove samples if needed for analysis purposes before any removal or repair occurs. Removal or repair of claimed floors prior to Caravel SPC Floor inspection will void any right to claim against this warranty.

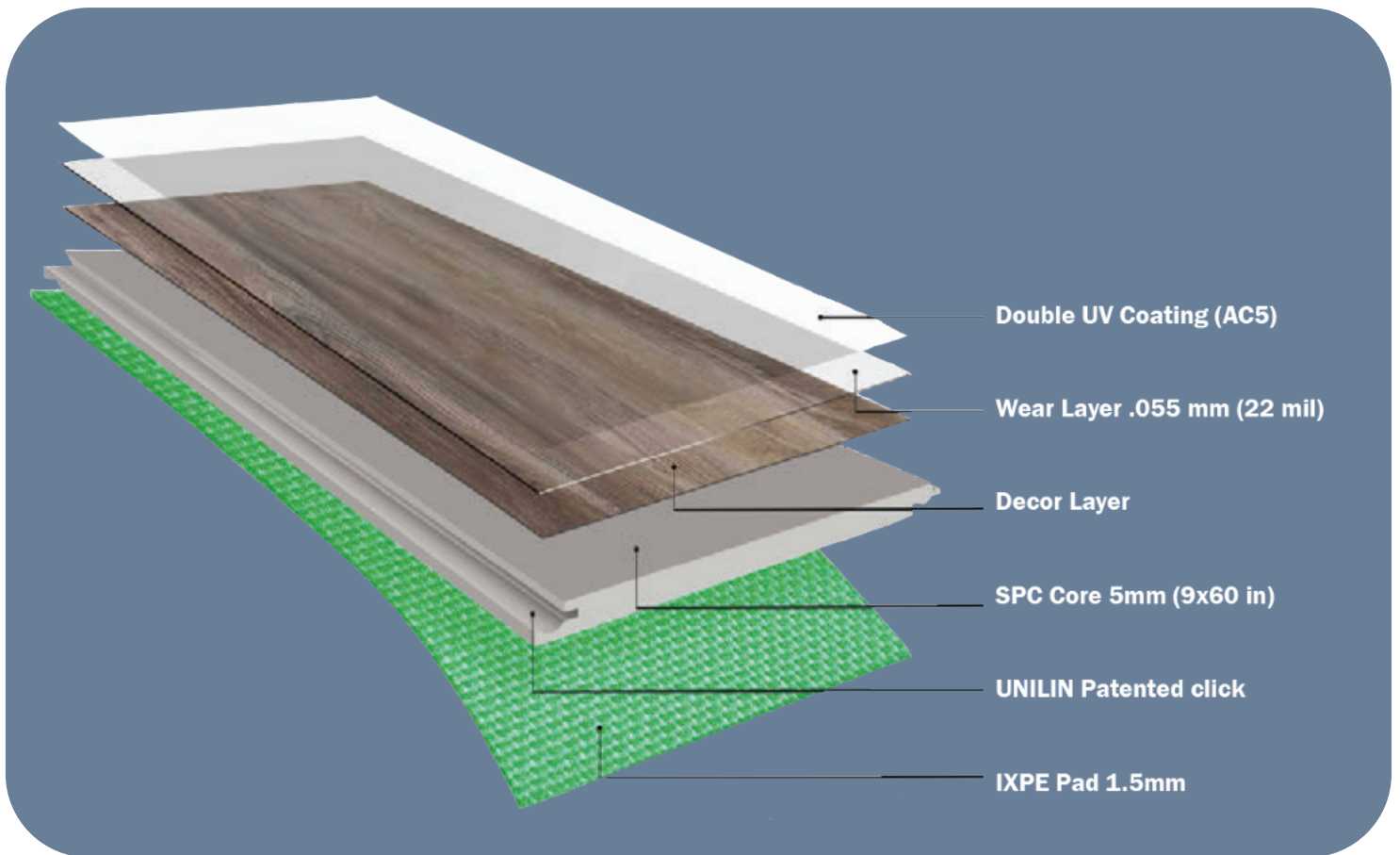
Certifications

Floor score / Green Guard / CE / ISO-9001 / ISO-14001 / DELTA

Impact Insulation Class (IIC) – 63

Sound Transmission Class (STC) - 63

Technical Details



Warranty

20 Year Residential, 10 Year Light Commercial.

Testing

Feature	Description
Product Classification	(ASTM F1700) Class III, Type B, Embossed Surface Meets and exceeds pass requirements
Radian Panel (Critical Radiant Flux - Fire Rating Flaming Spread)	(ASTM E648)- Class 1, Meets and exceeds passing requirements
James Machine - Coefficient of Friction (Slip Resistance)	(ASTM D2047) Meets and exceeds passing requirements
Resistance to Chemicals	(ASTM F925) - Meets and exceeds passing requirements
Static load Limited	(ASTM F970) - Meets and exceeds passing requirements

Sustainability

Feature	Description
Quality Management System	ISO 9001 - Meets and exceeds passing requirements
Environmental Management System	ISO 14001- Meets and exceeds passing requirements
Recycled Content	No
Floor Score Certified	Yes

DISCLAIMER

RIBADAO DISCLAIMS LIABILITY FOR INCIDENTAL AND CONSEQUENTIAL DAMAGES INCLUDING DOWNTIME, LOSS OF USE OF FLOORING/FACILITIES/ EQUIPMENT, LOSS OF PROFIT OR REVENUE. BREACH OF ANY EXPRESS OR IMPLIED WARRANTY AND DIS- CLAIMS ALL OTHER EXPRESS OR IMPLIED WARRANTIES, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY, OR WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE, WITH RESPECT TO THIS PRODUCT. THE ABOVE REMEDIES ARE THE CUSTOMER'S SOLE AND EXCLUSIVE REMEDIES FOR CLAIMS ON THIS PRODUCT.

This warranty is issued by Ribadao Lumber & Flooring.

IMPORTANT NOTICE

Ribadao reserves the right to send a third-party inspector to assess and verify the claim. Claims will not be finalized until the inspection process is complete. By submitting this claim, the claimant agrees to cooperate with the inspection process as required.

IMPORTANT POINTS

- Product specifications, performance standards, and warranties may vary depending on the supplying facility and/or batch.
- Visuals, construction, and technical characteristics are intended to be equivalent, but not necessarily identical.
- The customer must confirm and approve the final product specifications and documentation prior to shipment.
- This temporary adjustment supports pricing stability, availability, and improved lead times.

Claim Submission Requirements

To process a Ribadao product claim, the following conditions must be met:

- Consumer has read and understood the product warranty.
- Consumer has followed installation instructions and maintenance recommendations.
- Dealers must provide flooring samples and photos of defective materials.
- This claim form must be fully completed. For questions that do not apply, please write N/A.

WHAT THIS WARRANTY DOES NOT COVER


This warranty applies exclusively to Ribadao flooring products. Accessories such as moldings, trims, transitional pieces, etc. are not covered under this warranty. Any issues related to these items, including but not limited to manufacturing defects, damage, or wear, fall outside the scope of this coverage.

What to expect inside a box?

4 non repeated patterns




Plank A



Plank B



Plank C



Plank D



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Caravel Collection



Caravel Collection Warranty

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