

Warranty Guide

Pre-Finished Click-Lock and Engineered Strand Woven Bamboo Flooring

LIFETIME STRUCTURAL (RESIDENTIAL) WARRANTY

The manufacturer warrants that our products conform to our strict quality standards and specifications and are free from defects in materials and workmanship and will remain free from such defects for the lifetime of the installed floor.

50-YEAR FINISH (RESIDENTIAL) WARRANTY / 15-YEAR FINISH (LIGHT COMMERCIAL) WARRANTY

The manufacturer warrants to the original purchaser, that the factory applied surface finish on its prefinished hardwood flooring products will not wear through or separate from the wood for a period of:

Fifty [50] years, from the date of purchase, when used under normal residential traffic conditions, or
Fifteen [15] years from the date of purchase, when used under light commercial conditions as defined by the NWFA guidelines.

Terms and Conditions

Breach of the following conditions shall render the warranty null and void;

1. Liability is limited to the original purchase price or cost of repair to affected area(s), subject to the discretion of the manufacturer.
2. Warranty is NON-TRANSFERRABLE;
3. Warranty does not apply to any product designated as "Closeout," "AS-IS," "Blowout," "Rustic," "Cabin," "Antique," "Tavern," "B-Grade," "Discontinued," Discounted," or " Clearance";
4. The lifetime of the floor is defined as the length of time from installation to resale or from installation to removal, whichever is shorter;
5. Installation constitutes acceptance. Bamboo flooring is a natural product, individual planks will vary slightly in color and appearance. The color and appearance of individual samples, panel, and displays may vary slightly from the color and appearance of individual planks;
6. The flooring shall be installed according to Manufacturer's written instructions;
7. The sub-flooring shall meet or exceed the requirements of the building codes of the local jurisdiction and the recommendations of the National Wood Flooring Association;
8. All heating and cooling systems, including radiant heating systems, shall meet or exceed the recommendations of the National Wood Flooring Association;
9. The relative humidity of the room where the floor is installed shall be kept between 35% - 55% year-round. The use of a humidifier/dehumidifier may be necessary to maintain this range. DO NOT INSTALL FLOORING IF THESE CONDITIONS ARE NOT CONTINUOUSLY BEING MET;
10. The ambient temperature of the room where the floor is installed shall be kept between 60° F - 80° F continuously;
11. The floor shall be maintained according to Manufacturer's written instructions;
12. The floor shall not be altered or repaired without prior written authorization from the manufacturer.

Limitations & Exclusions

The Limited Warranties do not cover conditions caused by improper use or maintenance outlined below;

1. Any wear or reduction in gloss, marks, scuffs, scratches, gouges, dents or cuts, including (without limitation) those caused by pets, pebbles, sand or otherwise abrasives, construction traffic or failure to maintain the floor as required;
2. Any damage caused by negligence, accidents, misuse, non-approved cleaners, or abuse;
3. Damage caused by furniture, appliances, wheeled items or other such items applied to the face of the material;
4. Installing cabinets or countertops over nail and/or glue down bamboo flooring shall be at the risk of the installer and consumer. The manufacturer will not be liable for any associated replacement or repairs regarding such installations. Installing cabinets over any floating floor will render this warranty null and void;
5. Failure to support furniture, appliances or other items of the like with floor protectors that are appropriately sized, made of non-staining felt, such as Safeglides® from Glitsa®, rest flat on the floor and are replaced regularly. The use of rubber, plastic or metal glides is not permitted;
6. Any splits, cracks, grain raising, checking, edge fracturing, splintering, cupping, crowning/peaking, warping, twisting, expansion/contraction, buckling, chipping, scratching, bowing, bubbling, separating or dimpling, that occurs during or after the floor has been installed and as a result of abuse, misuse, improper maintenance or care, exposure to excessive or insufficient moisture, improper environmental conditions including excessive heat from radiant heat systems, or installing products not rated for radiant heat over a radiant heat system are not covered by this warranty;
7. Flooring installed in full bathrooms with a shower or tub;
8. Installing any type of radiant heat under this floor will render this warranty null and void;
9. Damage caused by fire, flooding, and other natural disasters and acts of God;
10. Changes in color due to aging, excessive moisture, exposure to sunlight or UV rays will not be considered a defect. All hardwood flooring is sensitive to UV rays and will exhibit some change in color. Area rugs and large furniture should be moved occasionally, as they block sunlight and may cause the flooring to age at different rates or areas of varying coloration;
11. We do our best to have the most accurate representation of our floors in all marketing material and samples. However, variances may appear from digital photographs, printed photographs, sample material, finish texture, finish sheen and color when compared to the actual material. Any exact matches are to be considered coincidental;
12. Color variations between flooring and/or samples and other flooring and/or samples you wish to match are not considered a defect and are not covered under warranty;
13. Accessories are not manufactured by the manufacturer and are therefore not covered under this warranty;
14. Deficiencies related to subfloor or floor joist assemblies, subfloor preparation materials and fasteners, including, but not limited to uneven subfloor surfaces, floor deflection or voids in the subfloor;
15. Noises including but not limited to squeaks, popping, creaks or sounds of the like;
16. A product deformity that is not measurable or that is visible only under certain light or from a certain angle is not considered a defect and is therefore not covered by this warranty. Possible defects should be evaluated by their visibility from a standing position (5 feet up, 2 feet out) under normal lighting conditions, per NWFA guidelines;

17. Natural characteristics such as variations in grain, color, mineral streaks, knots, nodes, normal differences between color of samples and the color of installed floors and color variations from board to board are not covered by this warranty;
18. Expansion and contraction resulting in separation between boards or damage caused by low or excessive humidity;
19. Floors that are installed in other than owner-occupied or tenant-occupied residences;
20. Commercial installations of residential products;
21. Any shipping, construction or installation-related damage;
22. Floors damaged by subfloor moisture or water damage*, including without limitation, due to broken or leaking water pipes, flooding, wet-mopping spills, weather conditions, wet slabs, basements, crawl spaces or high humidity levels;
23. Installation defects, including installations made: (i) in violation of applicable state or local housing or building codes or (ii) contrary to written instructions furnished with the product;
24. Surface wear must be readily visible under normal lighting conditions as defined by the NWFPA and cover at least five percent [5%] of the surface area. Gloss reduction is not considered surface wear;
25. Any use of non-approved installation or maintenance products including, but not limited to, steam cleaners, string mops, sponge mops, microfiber pads, or pre-treated mopping pads;
26. Any damaged associated with the use of area rugs or protective covers of the like. Please refer to the manufacturer for specific instructions on applications over hardwood flooring;
27. Failure to use transitions or expansion space where directed in installation instructions;

NOTE: YOU AND YOUR INSTALLER ARE RESPONSIBLE TO INSPECT FLOORING PRIOR TO INSTALLATION. WE ACCEPT NO RESPONSIBILITY FOR LIABILITIES, CLAIMS OR EXPENSES, INCLUDING LABOR COSTS, WHERE FLOORING WITH VISIBLE DEFECTS HAS BEEN INSTALLED.