



## Warranty

### 25 year structural integrity warranty 10 year finish and wear warranty

As bamboo is a natural product, variations of colour will occur. These warranties, which begin from the date of purchase, apply to products used in dry, residential applications.

#### Warranty Coverage:

##### Finish and wear warranty:

We warrant that the finished surface will not peel off or wear through for the indicated warranty period from the date of purchase.

##### Structural integrity warranty:

We warrant that these solid bamboo products, in their original manufactured conditions, are free from defect in material and workmanship, including assembly dimension and grading.

These warranties **DO NOT COVER** damages or defects resulting from or in any way attributed to:

- Improper storage, handling or installation of the products.
- Abuse, lack of maintenance, neglect, abnormal use or misuse, negligence, corrosive chemicals and any other unintended uses.
- Failure due to structural changes in the sub-floor, the settling of buildings or uneven sub-floor that has not been adequately levelled.
- Variations in colour, markings, patterns, fading or darkening that are naturally occurring or develop over time.
- Damage caused during shipping is the responsibility of the shipping company.
- Dents or scratches.
- Separations between boards caused by expansion and contraction during seasonal and temperature changes.
- Installation or use of flooring with visible defects.

#### NOTE:

Products determined to have any possible defect by the person doing the installation should be returned to us for inspection and possible replacement **PRIOR TO INSTALLATION**.

All questions of product quality are to be addressed prior to installation. Installation implies acceptance.

**THE WARRANTY IS NOT TRANSFERABLE, ONLY EXTENDING TO THE ORIGINAL PURCHASER OF THE FLOOR. ALL WORK MUST BE CARRIED OUT BY A LICENSED INSTALLER OTHERWISE ALL WARRANTIES VOID.**