

## Engineered Bamboo Flooring Warranty

**Manufacturing Defects.** We warrant that this product is free from manufacturing defects, and will replace or repair any defective planks beyond standard 5% waste factor at no cost to you, subject to the provisions in this document.

**Manufacturer Warranty.** We will replace or refund any defective plank that delaminates (separates due to poor bonding) beyond standard 5% waste factor at no cost to you for as long as you own your home, subject to the provisions in this document.

### 30-Year Residential 5- Year Light Commercial Warranty:

**No Wear-Through Warranty.** Factory applied aluminum oxide finish will not wear through for 30 years after date of purchase under normal residential traffic conditions, 5 years under light commercial conditions. We will replace or repair worn planks beyond standard 5% waste factor at no cost to you when installed as an interior residential floor, subject to the provisions in this document.

To receive replacement planks, defective material must be confirmed and reported in writing to the retailer from which flooring was purchased within the applicable warranty period. **Scope of labor liability:** Under the following guidelines, reasonable labor charges to replace defective planks will be reimbursed through Wellmade; if the original floors were installed by a professional flooring contractor (receipt/payment of installation is required).

**Within One Year:** 100 percent of reasonable labor

**Within Three Years:** 50 percent of reasonable labor

**After Three Years:** No labor reimbursement

## Provisions

This Warranty is non-transferable, and applies to the original purchaser when purchased from an authorized dealer. Proof of purchase required. In all cases, we reserve the right to inspect the flooring and to remove a sample for analysis, if necessary. We also reserve the right to accept or deny any labor charges, if flooring is

not installed by a professional wood flooring installer.

### **THIS WARRANTY DOES NOT COVER DAMAGE OR DEFECTS RESULTING FROM OR IN ANY WAY ATTRIBUTABLE TO:**

1. The installation or suitability for installation. All warranties regarding installation or suitability for installation are the responsibility of the installer and/or your dealer.
2. Minor shading variances, color or texture differences not represented in dealer showroom samples.
3. Obvious defects or shading issues once they are installed. It is the responsibility of the installer to inspect the flooring prior to installation.
4. Improper storage, handling, or acclimation of the bamboo flooring.
5. Scratching, denting, fading, squeaking, or loss of gloss over time. All wood flooring will scratch, dent, or lose gloss over time.
6. Moisture problems such as: sub-floor moisture, plumbing leaks, wet mopping, liquid spills, flooding, and etc.
7. Damage from fire, burns, or intentional abuse.
8. Settlement or movement of the structure (sub-floor or floor joists) to which the flooring is attached.
9. Variations in color, grain, and markings that exist in the flooring when new, or that develop over time due to sunlight or other UV exposure or aging.
10. Staining from non-consumable food and drink items.
11. Damage caused by vacuum cleaner beater bar.
12. Indentations or damage caused by improper rolling loads, castor wheels, chairs or other furniture without proper floor protectors.
13. Excessive swelling and/or shrinkage or other movement, such as cupping or delamination in the flooring caused by a change in the moisture content due to extreme dryness or humidity which

is outside the recommended 40% - 55% relative humidity range to be maintained for this product.

**14. NOTES: Like all wood flooring, this flooring can be scratched, dented, lose gloss over time, or fade due to exposure to direct sunlight. Please keep in mind that pets, grit, and some children's toys can scratch your floor. Use furniture pads under heavy furniture to spread the load over a larger area; use felt or other soft protectors under chair legs; small area rugs are helpful for removing grit from shoes (both inside and outside), and protecting areas in front of sinks, stoves, and other areas that are subject to higher traffic or pivotal loads. Never push or pull heavy furniture or appliances across the floor. In addition, it is considered normal for all wood flooring to expand or contract with temperature and humidity changes, this means gaps may appear between the planks during times of very low humidity.**

**This writing is the complete and exclusive statement of the Warranty, and is in lieu of all other expressed, implied, and/or statutory warranties. We assume no liability for incidental or consequential damages. The sole remedy provided herein at our discretion, is the repair, refinish, replacement, or refund for defective products. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations may not apply to you.**

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