

# Warranty / Claim Procedures

## SUMMARY

The warranties described apply only to the original purchaser in its original installation, and are not transferable. In the event of product non-compliant with our stated warranties *Bambo* will, at our option, repair, refinish, or replace the defective flooring.

## PRE-INSTALLATION

It is the responsibility of the installer to inspect and acclimate the planks before installation. Replacement must be requested **BEFORE** the floor is installed. Detailed preparation and installation procedures are outlined by the National Wood Flooring Association's Hardwood Flooring Manual (NWFA) 1-800-422-4556

## ADHESIVES

*Bambo*™ warrants its undercoated flooring planks against bond failure when Bostik's *Best* Wood Flooring Adhesive or Other *Bambo* approved wood flooring urethane adhesive, are used. Consult Bostik's instructions and warranty regarding adhesion to underlayments or subfloor materials, patching and leveling compounds, sealants or other coverings. Bostik's 1-800-523-6530 / 909-296-6425 ext. 7

## STRUCTURAL

*Bambo ScratchGuard*™ line - 5/8" thick plank is constructed of three layers of solid bamboo strips bonded together under intense heat and pressure; *Bambo EasyLock / ExoticBambo*™ Lines – 5/8" thick plank is constructed of one (top) layer of solid bamboo strip bonded together with an environmental friendly material made HDF board. *Bambo* warrants its products, in their original manufactured condition, to be free from defects in dimension, lamination and milling. If the product should ever delaminate due to a manufacturing defect, we will arrange for either the repair or replacement of the defective plank(s).

## FINISH

Our factory applied UV cured high scratch resistant finish, is warranted for 25- year (residential), or 5-year (commercial) from the date of purchase against wear through or peeling under normal traffic conditions. Gloss reduction is not considered surface wear.

## DISCLAIMERS AND EXCLUSIONS

Damage caused by improper storage or handling, improper preparation of, or deficiencies in the subfloor, or improper installation methods invalidates the warranty.

Being a natural product bamboo will continue to expand and contract through heating and non-heating seasons. Properly installed floors may consequently experience some separation between the boards at different times during the year. If such separations do occur, they are not covered by this warranty.

Indentations, scratches, stains or damage caused by negligence, excessive dryness or moisture, erosion, pebbles, sand, or other abrasives, pets, spiked or damaged heel shoes, improper maintenance, insufficient protection, misuse, or improper alterations is excluded.

Damage due to radiant heat subfloors, water and/or moisture, including Hydrostatic Pressure, but not limited to damage resulting from broken or leaking pipes, wet mopping, or weather conditions or natural disasters is excluded.

Color variations are a natural occurrence and exposure to UV light or sunlight may give the appearance of discoloring under a rug. This is not a product defect. Occasional moving of rugs and use of window treatments is recommended.

Incidental or consequential damages, including loss of time or inconvenience are excluded, however some states do not allow exclusion or limitation, and you may have other specific legal rights, which may vary from state to state.

## CLAIM PROCEDURES

First contact the retailer where the original purchase was made. If your dealer cannot help, call us at 1-866-982-2626. Written notification within 30 days from the date the problem occurs. Photograph the problem, describe the nature of the defect, apparent cause, Which product, where and when it was purchased, Who installed it and how (glue/nail). Samples of the flooring, along with the original invoice for the flooring and adhesive (if applicable), may be required. *Bambo* reserves the right to have a designated representative inspect the floors and remove samples for technical analysis. No installer, retailer, distributor, agent or employee of *Bambo*, has the authority to alter the obligations or limitations of any *Bambo* warranty.

*Bambo*™

*The Bamboo Flooring for Natural Living*  
An Eco-Friendly Product by GreenTech Manufacturing

DISCLAIMERS AND EXCLUSIONS

**1: The owner/installer assumes sole responsibility for product inspection and acceptance of quality.** Prior to installation, the owner/installer must inspect all material to ensure that there are no visible defects and that all materials match the work order. Because bamboo is a natural fiber, variations in color will naturally occur. The manufacturer's warranty does not cover variations in color or variations between the samples and the installed floor. Color variation can occur from box to box in the same order. Color variations are a natural occurrence and exposure to UV light or sunlight may give the appearance of discoloring. This is not a product defect. Occasional moving of rugs and use of window treatments is recommended.

**2: The manufacturer's warranty does not cover labor costs to repair or replace incorrect, damaged, or visibly defective material.** Any defective, missing or incorrect items must be reported to the dealer or distributor immediately for inspection and replacement.

**3: It is the sole responsibility of the installer/owner to ensure that site conditions are acceptable for the installation of the flooring.** Site conditions include but are not limited to: Weather, Relative humidity, Sub floor condition, Level – flat, Structural stability...The manufacturer declines any responsibility for material failure resulting from or connected with site conditions or installation methods. Damage caused by improper storage or handling, improper preparation of, or deficiencies in the subfloor, or improper installation methods invalidates the warranty.

**5: The manufacturer makes no warranty or guarantee of the quality of the chosen installer's work,** Or of a particular installation performed by them. The manufacturer disclaims all liability for any errors or improprieties in the installation of its products by an installer.

**6: Expansion and contraction,** natural product bamboo will continue to expand and contract through heating and cooling seasons. Properly installed floors may consequently experience some separation between the boards and walls at different times during the year. If such separations do occur, they are not covered by this warranty.

**7: Improper maintenance,** indentations, scratches, stains or damage caused by negligence, excessive dryness or moisture, erosion, pebbles, sand, or other abrasives, pets, spiked or damaged heel shoes, improper maintenance, insufficient protection, misuse, or improper alterations is excluded.

Bamboo flooring is designed to perform in an environmentally controlled structure just like other hardwood flooring. Damage caused by radiant heat subfloors is not warranted. Recommended maintained relative humidity inside of the home is 45%~60%. Otherwise, a humidifier or dehumidifier may be necessary to prevent the possible failure on the performance. Damage due to water and/or moisture, including Hydrostatic Pressure, but not limited to damage resulting from broken or leaking pipes, wet mopping, or weather conditions or natural disasters is excluded.

Incidental or consequential damages, including loss of time or inconvenience are excluded.

For more information please refer to Bambo's installation guide