

## Warranty

Bamboo Hardwoods® warrants that Bamboo Hardwoods® Professional Hardwood Plank:

1. Conforms to Bamboo Hardwoods standards and specifications and is free from defects in materials and manufacture and will remain free from such defects for the lifetime of the floor;
2. Will not buckle, crack, delaminate, or cup during the lifetime of the floor; and
3. Will not wear through the finish during the lifetime of the floor.

## Terms and Conditions

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

1. This warranty is not transferable; it extends only to the original end-user;
2. This warranty must be registered upon installation of the floor;
3. If Bamboo Hardwoods® installed the floor, the installation contract and certificate of completion must be executed;
4. This warranty does not apply to any product designated as "B" grade, non-standard, or "as is;"
5. The lifetime of the floor means the period of time from installation to resale, or from installation to removal, whichever is shorter;
6. Since bamboo is a natural product, individual planks will vary slightly in color and appearance; the color and appearance of individual samples may vary slightly from the color and appearance of individual planks.
7. The flooring shall be installed according to Bamboo Hardwoods® written instructions;
8. 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;
9. All heating and cooling systems, including radiant heating systems, shall meet or exceed the recommendations of the National Wood Flooring Association;
10. The relative humidity of the room where the floor is installed shall not exceed 30% - 50%;
11. The ambient temperature of the room where the floor is installed shall not exceed 60° F - 80° F;
  - 11.a For radiant in-floor heating systems, the expanse of the radiant floor should not exceed a maximum of 7 degrees in temperature variance.
  - 11.b Radiant in-floor heating systems must be heated gradually. Rapid heating of the radiant heating system could damage the installed hardwood floor.
12. The floor shall be maintained according to Bamboo Hardwoods® written instructions; and
13. The floor shall not be altered or repaired without written authorization from Bamboo Hardwoods®;

## Exclusions

This warranty specifically excludes the following:

1. Any and all damage that occurs to the flooring during shipping and/or installation;
2. Impact damage, including dents and/or grooves from spiked or damaged shoes, appliances, furniture, and sharp or heavy objects that may fall on the floor from time to time such as hand tools, paper weights or kitchen knives;
3. Normal wear and tear, including loss of surface luster in high traffic areas such as doorways; and
4. Changes in color due to exposure to sunlight.

## Claims

All claims under this warranty shall be stated in writing, within thirty days from the date the claim was detected, and mailed to: Bamboo Hardwoods, Inc. / 4100 4<sup>th</sup> Ave. South / Seattle, WA, 98134. Upon receipt of the claim, Bamboo Hardwoods® shall determine whether the claim is covered by this warranty. If Bamboo Hardwoods® determines that the claim is covered, it shall replace the portion of the floor subject to the warranty free of charge, or it shall refund the purchase price.

Bamboo Hardwoods® reserves the right to hire an independent, third-party inspector to evaluate the claim. If the inspector determines that the cause of floor failure is not a manufacturing defect, then the consumer shall pay the cost of the inspection. If, on the other hand, the inspector determines that the cause of floor failure is a manufacturing defect, Bamboo Hardwoods® shall pay the cost of the inspection.

## Exclusive Remedy

THIS WARRANTY IS LIMITED TO A ONE-TIME REPAIR OR REPLACEMENT OF THE FLOORING SUBJECT TO THE CLAIM AND SHALL BE THE BUYER'S EXCLUSIVE REMEDY. NO OTHER WARRANTIES, EXPRESS OR IMPLIED, ARE MADE. BAMBOO HARDWOODS® SHALL NOT BE LIABLE FOR ANY SPECIAL, INDIRECT, INCIDENTAL, OR CONSEQUENTIAL DAMAGES ARISING FROM THE USE OR MISUSE OF BAMBOO HARDWOODS® PROFESSIONAL HARDWOOD PLANK.

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Register your warranty

As soon as you have installed your floor, fill out and mail your Warranty Registration card below!

First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_  
Address: \_\_\_\_\_ City/State: \_\_\_\_\_ Zip: \_\_\_\_\_  
Name of Retailer: \_\_\_\_\_ City/State: \_\_\_\_\_  
Date of Purchase: \_\_\_\_\_ Date of Install: \_\_\_\_\_  
Product Name: \_\_\_\_\_ Item Number: \_\_\_\_\_ Total Sq.Ft. Purchased: \_\_\_\_\_  
New Const./Remodel?: \_\_\_\_\_ Room Installed: \_\_\_\_\_  
Installed by professional?: \_\_\_\_\_ Installed by self?: \_\_\_\_\_  
Installation Method (float, nail, glue, etc): \_\_\_\_\_  
What was replaced? (Vinyl, carpet, etc): \_\_\_\_\_  
Date your home was built: \_\_\_\_\_ Total Sq. Ft. of Home: \_\_\_\_\_  
How Many People in the Home?: \_\_\_\_\_ Adults/Children: \_\_\_\_\_  
Comments: \_\_\_\_\_

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Any claims for warranty must be made in writing, within 30 days after it has been detected, and mailed to the following address:

Bamboo Hardwoods  
Claims Department  
4100 4<sup>th</sup> Avenue South  
Seattle, WA 98134

Any claims for warranty must be made in writing, within 30 days after it has been detected, and mailed to the following address:

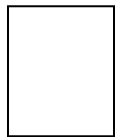
Bamboo Hardwoods  
Claims Department  
4100 4<sup>th</sup> Avenue South  
Seattle, WA 98134

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Bamboo Hardwoods, Inc.  
ATTN: Claims Department  
4100 4<sup>th</sup> Avenue South  
Seattle, WA 98134