

BFH

Bamboo Flooring Hawaii, LLC

Limited Residential Warranty

Bamboo Flooring Hawaii, LLC warrants that its bamboo laminated plank in its original manufactured state, will be free from defects in lamination, assembly, mill, grade and finish. If, after you've opened your flooring carton, you find the flooring quality to be unacceptable, return the carton to the retailer or original distributor within thirty (30) days of purchase for replacement. Due to the natural content of bamboo, slight color variations are expected. Bamboo flooring must acclimate for 7 to 10 days on the premises in which the floor will be installed. All moisture levels must be met on the sub-flooring (must not exceed higher than 12% on a wood substrate and must not exceed 3 pounds per thousand on concrete - use a Calcium Chloride test). Bamboo Flooring Hawaii's warranty may cover a one-time replacement for moisture-related issues when a vinyl sheet is installed properly as per the vinyl sheet manufacturer's installation instructions.

Bamboo Flooring Hawaii, LLC warrants when properly installed by a professional installer and maintained by the purchaser, its bamboo laminated plank will not buckle, cup or warp for a period of twenty five (25) years for residential and a two (2) year warranty for commercial from the date of purchase. Bamboo Flooring Hawaii's Installation & Maintenance Instructions are included in the flooring cartons. Bamboo Flooring Hawaii, LLC warrants, that in residential use, its surface Wear Layer will not wear through or separate from the bamboo for a period of fifteen (15) years from the date of purchase. This warranty is limited to Bamboo Flooring Hawaii's new Aluminum Oxide finish only.

Limitations and Exclusions

These warranties, and any implied warranties that may exist under applicable law, apply only to the original purchaser of the bamboo laminated plank. These warranties do not apply to any product sold "as is".

These warranties do not cover indentations, scratches, or damage caused by usage. Failure to follow our Installation & Maintenance Instructions located in flooring cartons, improper alteration of the original manufactured product, insufficient protection from furniture legs and other abrasives, misuse, negligence, water, erosion, pebbles, sand, spiked heel shoes, or failure to provide reasonable and necessary maintenance will void this warranty.

Bamboo Flooring Hawaii, LLC shall not be liable for any consequential or incidental damages. Some states do not allow the exclusion or limitation of consequential or incidental damage, so this limitation may not apply to you.

All other warranties, express or implied, including any warranty of merchantability, are hereby expressly excluded.

The sole and exclusive remedies for any breach of warranty are repair, refinish, replacement of defective product, or refund for defective product. Costs relating to the removal or reinstallation of the bamboo laminated plank or shipping costs for the replacement of warranted parts are not covered or included by this warranty.

These warranties apply only to flooring installed in the continental U.S., Alaska and Hawaii.

STOP: PLEASE CAREFULLY EXAMINE FLOORING FOR COLOR, FINISH, QUALITY AND STYLE BEFORE INSTALLING. IF THIS MATERIAL IS NOT ACCEPTABLE, CONTACT YOUR REPRESENTATIVE IMMEDIATELY. We will not assume responsibility for installation/removal costs after this material has been permanently installed.

How to Obtain Warranty Service

To file a claim, first contact the retailer or distributor from whom the flooring was purchased. If the retailer or original distributor is unable to satisfy the claim, contact us in writing at:

Bamboo Flooring Hawaii, LLC, 521 Ala Moana Blvd., #213, Honolulu HI 96813.

IMPORTANT: FOLLOW THE BAMBOO INSTALLATION & MAINTENANCE INSTRUCTIONS COMPLETELY AND ACCURATELY. FAILURE TO FOLLOW INSTRUCTIONS MAY VOID THIS WARRANTY.