



WESTHOLLOW FLOORING

## **Westhollow Bamboo 35 Year Residential**

*Applies to **Brushed Artisan** Collection*

Westhollow Bamboo produces not only some of the most unique flooring products in the world but one of the most dependable floors out there. With a great quality floor comes one of the most comprehensive warranties in the market place, this warranty lets you buy a Westhollow Bamboo floor and you can leave your worries behind. This Westhollow Bamboo warranty will only apply to you if: 1) you are the original purchaser of the Westhollow Bamboo floor; 2) you have paid in full for your floor. These warranties cannot be transferable or assignable.. Under no circumstances will Westhollow Bamboo be liable for any loss or damage arising from the purchase, use or inability to use this product. Westhollow Bamboo covers no direct, indirect, incidental and or consequential damages under this warranty.

### **LIMITED LIFETIME STRUCTURAL WARRANTY**

Westhollow Bamboo warrants Westhollow Bamboo Flooring, in its original manufactured state, to be free from defects in lamination, assembly, and milling for the life of the floor. If our floor should ever have separation and or have delamination between the layers in a normal maintained humidity range, Westhollow Bamboo will at our option, repair the board or boards, replace the board or boards that are affected. Bamboo flooring, being a natural product, will continue to expand and contract through normal heating and non-heating seasons. Properly installed bamboo floors may consequently experience some minor separation between boards at different times during the year. If minor separations do occur, they are not covered by this warranty.

### **LIMITED 35yr FINISH WARRANTY**

We will warrant that under normal residential and providing that our maintenance guidelines are followed, that our finish will not wear through or peel off of the flooring for 35 years from the original purchase date. Gloss reduction and is not considered wear through, therefore is not covered under this warranty. This warranty only extends to wear areas that cover at least ten percent of the total surface area of the installed Westhollow Bamboo flooring. If the finish wears through or peels off the flooring Westhollow Bamboo will at our option, either replaces the affected board or boards. Recoat the affected board or boards.

### **LIMITED 5yr LIGHT COMMERCIAL WARRANTY**

Our floors are a great choice for light commercial applications such as doctors' offices, hair

salons, hotel rooms, retail showrooms, art galleries, etc. When used in light commercial applications, a 5 year warranty is provided guaranteeing that the finish will not wear through.

#### **MANUFACTURE DEFECTS**

Occasionally, small flaws occur during transportation, cutting, etc., which do not necessarily preclude use of the board. These may be used for cuts required when installing the flooring, providing this does not affect the total footage calculated for the project, faulty boards that are affected should not be used. Should the problem repeat itself over more than 7% of the total ordered floor contact your retailer. Westhollow Bamboo is not responsible for extra or incidental costs that occur in the replacement or repair of defective product. Westhollow Bamboo will only cover the cost of the product that is being installed to replace the defective product all other costs have to be covered by the purchaser.

#### **COLOR / FINISH VARIATION EXCLUSIONS**

All Westhollow Bamboo floors are intended to be unique in color and graining, bamboo is a natural and living product that will have many variations in color, grain pattern, streaks and small knots from board to board. Color variations are not a defect and it is not warranted. Side and but end bevels with exposed unstained raw bamboo are not covered in the finished warranty or any other part of this warranty, this is allowed due to the nature of the manufacturing process. Westhollow Bamboo cannot be held responsible for any variations in tone, which may occur on the boards of a same product, and the differences between samples and the products used during the sale process. Sunlight and UV rays can and will cause the staining, fading, gloss reduction and change color in bamboo flooring. Therefore, fading and discoloration due to exposure to sunlight and its UV rays are not covered by this warranty.

#### **INSTALLATION**

Westhollow Bamboo flooring must be installed according to our installation guidelines. These guidelines can be found inside each carton of Westhollow Bamboo or can be found on our web site or by contacting the retailer you purchased from. Failure to install or use this product in accordance with the installation instructions will void the total warranty.

#### **MAINTENANCE**

All maintenance must be in accordance outlined in this guide. Damage to the flooring such as dents, scratches or dulling of the finish are not covered. Wet or damp-mopping your floor with water or other substances neglect or abuse of the bamboo floor, including but not limited to not taking proper precautions to protect furniture legs and feet with protective pads to reduce scratches and dents will also invalidate this warranty.

#### **BEFORE INSTALLATION**

Responsibility for final inspection and approval falls to the customer and installer prior to permanent installation. It is the installer's responsibility to check color, finish and quality before installation. If your installer is not satisfied with our flooring prior to installation, then do not install the floor and contact the retailer where the floor was purchased. Westhollow Bamboo is not responsible for any costs associated with repairing or replacing boards that were installed with evident defects.

## LIMITATIONS

This warranty shall not apply to loss or damage arising from any of the following:

- Indentations, scratches or damage caused by negligence, water, sand, and abuse, including, but not limited to, leaking or broken plumbing, fire, flood, earthquake or standing water during or after construction.
- Surface checking resulting from low relative humidity.
- Mildew or discoloration resulting from extreme sub-floor moisture.
- Failure to follow manufacturer's installation instructions.
- Poor installation workmanship.
- Improper care and maintenance.
- Improper storage, handling of the flooring.
- Man-made or natural disasters Improper preparation of, or deficiencies in, the sub floor/floor joist assembly including, but not limited to, excessive floor deflection, uneven or irregular sub floor surface (particularly at the joists) or voids in the sub floor.
- Defects or failures of other manufacturers' products at the sub floor assembly including, but not limited to, sub floor material, fasteners, patching or levelling compounds, adhesives, or other coverings.
- Insect infestation after shipment from the factory.
- Neglect or abuse including, but not limited to using protective plywood when moving heavy objects or appliances, and having dirty or improper casters.
- Spiked and/or damaged heels and pet claws.
- Dents or scratches in the flooring caused by furniture, appliances, casters or normal foot traffic.
- Falling or dropped objects, which can dent or fracture the flooring or finish.
- Non-factory applied finishes (by the owner or installer) including, but not limited to, refinishing or recoating.
- The normal wearing of the finish in high traffic areas, pivot-points, and seating areas.

**NOTE:** Cabinets and other appliances have to be installed before the installation of the Westhollow Bamboo flooring. They cannot be installed on top of the flooring. Pre-finished floors should be installed at the same time as carpets and AFTER finishing the walls to prevent damage from paint, dry wall dust, wallpaper adhesives and other materials. By not following these points will void all warranties on this product. This warranty gives you specific rights. You may have other rights under state law. Your rights and the limitations described above may vary from state to state. It is therefore important to retain this warranty information.

Responsibility for final inspection and approval falls to the customer and installer prior to permanent installation. It is the installers responsibility to check color, finish and quality before installation. If your installer is not satisfied with our flooring prior to installation, then do not install the floor and contact us right away. We are not responsible for any costs associated with repairing or replacing boards that were installed with evident defects.

