



## **Tradex Global Strand Bamboo Flooring Warranty**

*Tradex Global's strand woven bamboo flooring is manufactured according to the highest standards with multiple assurances of superior quality throughout the lifetime of the product with proven strength, stability and durability. The advanced design, highly developed production technologies, and exceptional style provide one of the best warranties in the floor covering materials.*

### **Lifetime structural warranty**

We offer a lifetime warranty against delamination to the original purchaser provided the planks are installed and maintained according to our recommendations.

### **30 year residential finish warranty**

We warrant the surface finish will not wear through or separate from the wood for a full 30 years from the date of purchase. This warranty is effective provided the planks are used under normal residential traffic conditions and provided the planks are installed and maintained according to our recommendations.

### **5 year commercial finish warranty**

We warrant the surface finish will not wear through or separate from the substrate for a full 5 years from the date of purchase. The warranty is effective provided the planks are used under light commercial traffic conditions and provided the planks are installed and maintained according to our recommendations. Examples of light commercial traffic include school / classroom, retail store, commercial office, bar and restaurants.

The warranty set forth above is made subject to the following conditions and exceptions:

1. It does not extend to or cover any damage, warping, cupping, discoloration or any other defect caused by accidents, alteration, misuse, abuse, and direct expose to the elements or improper installation.
2. Recommended care and maintenance provided by us must be adhered to and the flooring be used for its intended purpose. Exposure to extreme heat, dryness, moisture, water saturation (including routine wet mopping) and other sources of extreme moisture or extreme changes in moisture or temperature must be avoided. Alteration or repair that is not manufacturer authorized will void the warranty in its entirety.
3. Warranty excludes discoloration, scratches, impact damage or wear from heavy furniture or equipment used without proper protection to the floor. Warranty excludes indentations, scratches or surface damage caused by lack of proper maintenance, moisture, water erosion, negligence, spiked heel shoes, pebbles, sand and other such abrasives. And damage or defects resulting from the settlement or movement of the structure to which the flooring is adhered to is exclude by warranty. Exposure to sunlight over time may bring subtle changes in the color of the planks; these changes may vary in areas of the flooring that receive direct and indirect sunlight. This is not a product defect.

If we determine that a valid claim is made under this warranty, it will repair or replace, at its option, the affected flooring material. This warranty covers the repair and replacement of the affected material only, it does not cover any labor cost or any incidental cost or consequential damages and will be repaired or replaced within a commercially reasonable time period from the date that the claim is deemed valid by us. If flooring product for which the claim is being made is no longer available, we will replace affected flooring materials with product of equal or greater value.

Any claims under this warranty much be made in writing, within 30 days after it has been detected or should have been detected.

This warranty is not transferable. It extends only to the original purchaser. This warranty is limited to a one time repair or replacement of defective material and shall be the buyer's exclusive remedy.

No other warranties, expressed or implied, are made and under no circumstances shall we be liable for any loss or damage arising from the purchase, use or liability to use this product or any special, indirect, incidental, consequential, special or punitive damages.

