

# Style® Strand Woven Bamboo Flooring Warranty

## Structural Warranty

1. Style Limited warrants the product in the original manufactured state free from structural defects for **20 years in residential applications** and **10 years for use in commercial applications** from the date of purchase.
2. Style Limited will replace defective products only. This warranty excludes all other costs associated with installation of the product.

## Finish Wear Layer Warranty

1. Style Limited warrants to the original purchaser that the surface finish wear layer of aluminum oxide will not peel or separate from the flooring plank for **10 years residential use and 5 years in commercial use from the date of purchase**.
2. This warranty covers normal residential traffic, provided that all preventative maintenance and care operations are maintained.
3. Style Limited and the recommended adhesive companies will only warrant floating, glue down or direct stick installations with the recommended adhesive series.

## Warranty Exclusion

1. This warranty does not cover indentations, impact damage or scratches caused by sharp or heavy objects, grit, sand or other abrasive materials, stains arising from negligence, accidents or abuse, fire, excessive heat, water damage, erosion, infestation, normal wear, damages caused by pets, damage from spiked heel shoes, insufficient protection, misuse or improper alterations to the original manufacturers product.
2. Failure to follow all manufacturers' specific installation instructions voids this warranty.
3. Improper maintenance which includes the use of detergents, furniture dustings, sprays or other cleaning maintenance products voids this warranty.
4. Gloss reduction is not considered a finish defect. Defects to the finish must be readily visible and at least 10% of the product surface affected.
5. This warranty does not cover colour variations.
6. Gapping, cupping and crowning due to moisture ingress will not be warranted. Bamboo flooring will have a slight shrinkage and expansion under extreme atmospheric conditions.
7. This warranty does not cover fading due to sunlight.
8. This warranty does not cover damage as a result of spillage of water or any other liquid. It is recommended that spillages be cleaned immediately to preserve your floor.
9. Final inspection of product quality is the installer and/or the owner's responsibility. All flooring products should be inspected prior to installation. Careful examination should be made for colour, grade, finish and general quality before installing. If any material is not acceptable, immediately contact your supplier. Once the product has been installed it is deemed to have been accepted by the purchaser. This warranty does not cover installed material.
10. This warranty does not cover any incidental expenses such as labour costs, installation, transport, travel and any other cost associated with the installation of the product.
11. Installation is the responsibility of the client and is not covered under this warranty.
12. No warranty applies to any product that has not been paid in full.
13. This warranty will be void once the original finish has been altered or refinished.

## Claim Procedures

1. The original purchaser must notify Style Limited or their agents in writing within 30 days of discovering the problem – claims must be within the warranty coverage period – a copy of the original invoice and receipt is required.
2. Claims must include the description of the problem, a copy of the invoice to establish the date and cost and any additional information that can verify the claim.
3. Rectification by Style Limited or their representative solely is for pre-finished products available to the customer. No attempt shall be made by the customer to refinish, repair or replace any material prior to inspection for this will void the warranty.
4. Any claim is limited to the extent of the replacement of the floor on defective materials only. Any other incidental or additional expenses are not liable to Style Limited.