

BILDERMANN'S FLOORING WARRANTY

LIFETIME STRUCTURAL WARRANTY The manufacturer warrants that it will replace any planks with defective bonding, at no cost to you, the original end-consumer, as long as you own your home. The manufacturer is not responsible for accidental moisture problems such as dishwasher, toilet and bathtub overflows. You, the original end-consumer, are protected from separation within the laminated boards.

35/10 YEAR PRE-FINISH WARRANTY The manufacturer warrants that the aluminum oxide pre-finish on the bamboo flooring will not wear through for 35 years from the date of purchase in residential applications and 10 years in commercial applications for Strand Woven, subject to the provisions in this document and under normal foot traffic conditions.

Moldings are not covered by warranty.

Our installation and maintenance instructions must be followed as a condition of this warranty to have effect. This warranty excludes any indentations, scratches, or damage caused by lack of proper maintenance, misuse, excessive heat or excessive dryness, negligence, spiked heel shoes, pets, insects, water, moisture, erosion, pebbles, sand, other abrasives, insufficient protection on furniture, wet mopping or failure to follow all the written maintenance instructions. The vendor cannot be held responsible for damage to newly installed floors by other trades or by the consumer or conditions beyond the manufacturer's control. Protect floors when moving furniture or when equipment or appliances are left standing on newly installed floors.

Natural floors, due to their nature, are subject to seasonal contraction and expansion. It is the customer's responsibility to provide and maintain necessary humidity levels. A minimum temperature of 70 degrees (F) should be maintained prior to, during and 48 hours after installation. Sub-floor must be dry and within four percent of moisture content of the bamboo flooring. All resilient floors are subject to indentations by furniture and other objects (e.g. women's stiletto heels that have too small of bearing surface). Owners are advised to protect new floors with suitable furniture rests. In areas where flooring is to be installed, the sub-floors must be smooth, level, clean, free of contaminates, and dry. You shall be responsible for the performance of the sub-floor.

PRODUCT INSPECTION All flooring boxes must be inspected for damage and defects upon delivery. A written damage report, along with digital photos of the damage must be submitted to Bildermann's within 21 days of delivery. It is the responsibility of the end-consumer/owner to report damages or defective product and to ensure that the correct product was received before installation begins. Bildermann's will not be responsible for any costs related to the installation of incorrect or damaged/defective product.

These warranties are applicable to the original end-consumer only and are non-transferable.

This Warranty does not cover damage or defects resulting from or in any way attributable to:

Improper storage, handling or installation of the flooring (including improper installation of joists and sub-flooring or improper surface preparation.

Abuse, lack of maintenance, neglect, abnormal use or misuse, negligence, application of solvents, corrosives or other chemicals to the flooring, color change, fading or damage due to exposure to the sun, excessive pivot and point-loads, spike-heeled shoes, unpadded furniture feet, water, damage from sand, pebbles or other abrasives, or other unintended uses.

Insect infestation after shipment from point of origin;

Stains and finishes;

Improper alterations of original manufactured product;

Moisture problems (including sub-floor moisture, leaks, rain, wet mopping, etc.) or excessive dryness or heat;

Settlement or movement of the structure to which the flooring is attached;

Variations in color, grain, and markings that exist in the flooring when new (such variation in bamboo is a natural consequence of varying exposure to sunlight or UV light);

Installation of flooring having visible defects or over a subfloor with visible defect.

RADIANT HEAT The surface temperature of the radiant heat system cannot exceed 85 degrees. A floor that is too hot can become dried out and distorted. Only our engineered bamboo floors are warranted for use below grade. Installation of Ambient flooring in bathrooms is not covered by warranty. This warranty does not cover flooring if purchased at auction. This is the complete warranty and is in lieu of all other expressed and/or implied warranties. Ambient assumes no liability for incidental or consequential damages.

This document is the complete and exclusive statement of the manufacturer's warranty, and is in lieu of all other expressed and/or statutory warranties. The manufacturer assumes no liability for incidental or consequential damages. The sole remedy provided herein is the repair, refinish, or replacement of defective products, or refund for defective products. Use of any other than recommended maintenance products or improper cleaning methods or equipment may void Manufacturer's/Vendor's warranties. Other exclusions may apply in particular cases and should be noted if applicable.