

25 Year Limited Residential Wear Warranty

Natural CORK Bamboo is warranted to be free from manufacturing and material defects for a period of 25 years. The finish is warranted not to wear through for a period of 25 years. Should a defect occur, Natural CORK will arrange a credit based on the original purchase of the product. This warranty is not transferable by the purchaser of the floor.

Warranty Coverage: Our bamboo flooring is warranted to be free from manufacturing and material defects for a period of 25 years. The finish is warranted not to wear through under normal use for a period of 25 years. Should a defect occur, we will arrange a refund based on the original purchase of the product. This warranty is not transferable by the purchaser of the floor.

Should a problem attributed as a manufacturing defect develop after flooring is installed, the cost of labor for repair will be covered by this warranty.

Natural CORK Limited Residential Wear Warranty does not cover:

1. Problems due to moisture, mildew, alkaline substances, hydrostatic pressure, expansion and contraction between planks, or humidity levels above or below those recommended.
2. Abuse or Misuse. This warranty does not cover damage caused by neglect, abnormal use or misuse, application of solvents, corrosives or other chemicals to the flooring, color change, excessive pivot and point-loads, stiletto shoes, heavy furniture or equipment, unpadded furniture feet, water, pet claws, pet urine, damage from sand, pebbles or other abrasives, damage due to adhesives or tape or other unintended uses. Loss of finish gloss over time is consistent with normal wear & tear and is not a product flaw.
3. It is normal and expected for there to be color variations due to use of natural components, exposure to UV light and/or sunlight, and age of material. Therefore, color inconsistency between samples, replacement product or illustrations and actual product is not a manufacturing flaw.
4. Manufacturer makes no guarantee that the material purchased will match or coordinate with customer furnishings, trim, cabinetry, railings, etc.

5. Inherent variations that are consistent with those of a natural bamboo product to include pattern, color, and grain do not indicate defective material.

6. Noncompliance with installation instructions and maintenance instructions as recommended by manufacturer. Manufacturer cannot assume responsibility for the suitability of flooring material and accompanying products for each individual installation as manufacturer has no control over the installer's proper application.

7. Floor covering installed in inappropriate locations is excluded from this warranty.

8. Exposure to UV light and sunlight will cause color variation to natural wood products. This is normal and is not a manufacturing flaw. Area rugs and large furniture will block light exposure and cause uneven coloration. To minimize this, furnishings and floor coverings should be moved periodically.