

Ambient[®] Limited Flooring Warranty

Ambient Bamboo Products, Inc. warrants to the purchaser that this pre-finished bamboo/eucalyptus floor:

- 1) Has a lifetime structural guarantee that our flooring products will not pull apart or separate under normal residential settings and 20 years in a commercial setting.
- 2) Has a lifetime guarantee that the aluminum oxide polyurethane premium strength finish on our flooring will not wear through under normal residential traffic conditions and a 10 year guarantee that it will not wear through under light commercial traffic conditions. Diminished gloss is not considered wear through of the finish. This guarantee does not apply to hardwax/oil finish floors as wear-through is expected.
- 3) Is free of any manufacturing defects caused by improper milling, grading, staining or coating. Damages due to improper transportation, storage, installation, or any other cause are not covered. Product quality variation or error that does not exceed the 5% industry standard is not considered a factory defect.

The above items do not cover moldings and stair pieces; moldings and stair pieces have a non-transferable 90 day structural and finish warranty. This warranty is limited to a one-time repair or replacement of deficient flooring. Any cracks that develop as a result of improper moisture control, flooding and/or excessive dryness are not covered under this warranty. Issue at hand must be noticeably covering at least 20% of the total floor area for the claim to be considered. Although our finishes do contain UV protection layering; this warranty does not cover fading or loss of color due to sunlight exposure.

This warranty does not cover flooring if purchased at auction. This warranty does not cover flooring installed over radiant heat. This is the complete warranty and is in lieu of all other expressed and/or implied warranties. We assume no liability for incidental or consequential damages. In case of dispute the end user has the right to hire an NWFA-certified floor inspector to examine the installation in question. The inspection MUST occur within 30 days of the problem being identified or the claim will not be considered. If the resulting inspection finds fault with the product then our company will reimburse the end-user for the inspection cost in addition to replacing the floor with a floor of equal value.

This warranty is only transferable within 24 months of purchase date. As this is a natural product we do not guarantee color due to the natural color variations and characteristics of this species. This warranty excludes any blemishes or damage caused by improper use or maintenance, including the use of detergents, furniture, dusting, sprays, or any other cleaning and maintenance products, excessive moisture, use of rolling office chairs, excessive heat or cold, excessive mopping, steam mopping, wet mopping, insects, excessive sanding, settlement or movement of the structure to which the flooring is attached, installation of flooring over visible defect, or failure to follow the Installation Instruction and/or Care & Maintenance instructions for this product. This warranty does not cover natural discoloration over time (which is typical in wood flooring), or as a result of uneven light absorption due to protective coverings placed on the floor.