

NAPACORK 

by Bamboo Flooring Hawaii, LLC

Limited Residential Warranty

Bamboo Flooring Hawaii, LLC warrants that its NapaCork tiles in its original manufactured state will be free from manufacturing defects in dimensions, assembly, mill, and grade. If, after you've opened your flooring carton, you find the flooring quality to be unacceptable, return the carton to the retailer or original distributor within thirty (30) days of purchase for replacement. Due to the natural content of cork, normal expansion and contraction that cork floors may experience between boards at different times of the year are expected. Cupping or crowning due to excessive moisture or humidity is not covered by this warranty.

Bamboo Flooring Hawaii, LLC warrants when properly installed by a professional installer and used in normal residential traffic conditions, NapaCork tiles' surface wear layer will not wear through or separate from the wood for 10 full years, from the original date of purchase.

Limitations and Exclusions

These warranties, and any implied warranties that may exist under applicable law, apply only to the original purchaser of the NapaCork tiles.

These warranties do not cover indentations, scratches, or damage caused by misuse, accidents, fire, erosion, pets, spiked heel shoes, pebbles, sand, and lack of proper maintenance. Failure to follow our Installation & Maintenance Instructions located in flooring cartons, improper alteration of the original manufactured product, insufficient protection from furniture legs and other abrasives, negligence, water, erosion, pebbles, sand, or spiked heel shoes will void this warranty. Naturally occurring wood characteristics such as mineral streaks, and variations in grain and color, are not considered defects. Also, age, character and exposure to sunlight may keep new or replacement flooring from matching existing flooring samples. Because cork flooring is a natural product, it may lighten due to the effects of sunlight and/or Ultraviolet light and these changes are not covered by our warranty.

Bamboo Flooring Hawaii, LLC shall not be liable for any consequential or incidental damages. Some states do not allow the exclusion or limitation of consequential or incidental damage, so this limitation may not apply to you. All other warranties, express or implied, including any warranty of merchantability, are hereby expressly excluded.

The sole and exclusive remedies for any breach of warranty are repair, refinish, replacement of defective product, or refund for defective product. Costs relating to the removal or reinstallation of the cork tiles or shipping costs for the replacement of warranted parts are not covered or included by this warranty.

STOP: PLEASE CAREFULLY EXAMINE FLOORING FOR COLOR, FINISH, QUALITY AND STYLE BEFORE INSTALLING. IF THIS MATERIAL IS NOT ACCEPTABLE, CONTACT YOUR REPRESENTATIVE IMMEDIATELY. We will not assume responsibility for installation/removal costs after this material has been permanently installed.

These warranties apply only to flooring installed in the continental U.S., Alaska and Hawaii.

How to Obtain Warranty Service

To file a claim, first contact the retailer or distributor from whom the flooring was purchased. If the retailer or original distributor is unable to satisfy the claim, contact us in writing at: Bamboo Flooring Hawaii, LLC, 521 Ala Moana Blvd., #213, Honolulu HI 96813.

IMPORTANT: FOLLOW THE BAMBOO INSTALLATION & MAINTENANCE INSTRUCTIONS COMPLETELY AND ACCURATELY. FAILURE TO FOLLOW INSTRUCTIONS MAY VOID THIS WARRANTY.