



712 County Line Rd, Bensenville, IL 60106  
Tel: (630) 227-6600 Fax: (630) 227-6601  
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[www.MrBambooFlooring.com](http://www.MrBambooFlooring.com)

## Residential Limited Warranty

The sale and purchase of flooring materials from a Mr. Bamboo licensed franchisee are subject to the Conditions of Sale and this Limited Warranty shall be in effect only when the terms and conditions of such have been met by the purchaser. In addition, the purchaser understands that Mr. Bamboo has no control over project site conditions; including the quality of the underlying substrate, the result of the amount of moisture in the air and the changed level of humidity in the environment upon which Mr. Bamboo's products are being used. Upon acceptance of these conditions, Mr. Bamboo makes the following limited warranty to the purchaser:

### Finish Warranty:

Mr. Bamboo warrants that the factory applied German ceramic finish layer of the pre-finished flooring will not wear through for a period of twenty five (25) years from the date of purchase by the purchaser, as long as Mr. Bamboo's maintenance guidelines have been followed when used under "normal residential wear and tear". "Normal residential wear and tear" means those daily activities commonly associated with residential use.

For basis of the Limited Finish Warranty for Residential Use, "wear through" means a complete and entire loss of Mr. Bamboo wear layer.

### Structural Warranty:

Mr. Bamboo warrants that its materials were manufactured without defects and that they will perform substantially as indicated in the Mr. Bamboo Technical Data Sheets and other Mr. Bamboo Publications, if installed and maintained properly, in strict accordance with Mr. Bamboo's written instructions. Mr. Bamboo's warranty shall extend for a period of thirty (30) years under normal residential wear and tear. When used under "normal residential conditions" the flooring will not buckle, warp, twist or separate at the plies due to glue bond failure. "Normal residential conditions" means those daily activities commonly associated with residential use. Mr. Bamboo's warranty the purchaser who owns and lives in the property and as long as Mr. Bamboo's maintenance guidelines have been followed. Mr. Bamboo will replace (material only) any defective planks caused by separation of boards, unsightly cupping of planks, buckling due to expansion and warping of boards. Mr. Bamboo is not responsible for accidental moisture, hydrostatic pressure (high moisture content in the substrate). (Moldings are not included) Mr. Bamboo maintenance guides must be followed as a condition for these Warranties to have effect. These Warranties does not cover: Improper storage, handling of the flooring, color fading or damage due to exposure to the sun, movement of the property to which the flooring is installed.

### Installation Warranty:

Mr. Bamboo offers lifetime installation warranty to the purchaser where the flooring materials were purchased and installed through a Mr. Bamboo licensed franchisee. This warranty does not apply to repairs caused from abuse, floods, improper maintenance, foundation settling, accidental moisture and hydrostatic pressure (high moisture content in the substrate).

### Transferable residential warranty:

Mr. Bamboo offers transferable residential warranty to the purchaser where the flooring materials were purchased and installed through a Mr. Bamboo licensed franchisee.

### WARRANTY EXCLUSIONS AND CONDITIONS:

**THE WARRANTY APPLIES ONLY TO THE PURCHASER OF THE FLOORING PURCHASED FROM A MR. BAMBOO LICENSED FRANCHISEE AND IS HOMEOWNER TRANSFERABLE. THE PURCHASER MUST PROVIDE AN INVOICE OR PROOF OF PURCHASE TO A MR. BAMBOO LICENSED FRANCHISEE IN ORDER TO BENEFIT FROM THIS COVERAGE.**

The warranties do not cover damage caused by improper use or maintenance by water, use of a wet mop, burns, flooding, fires, negligence, marks made by blows, scuffs, accidents, scratches, gouges, furniture, dents, cuts, house pets, insufficient padding under furniture, spike heels, wheels or vacuum cleaner beater bars, rubber backed mats, latex-backed or coco fiber mats or mats, insects-erosion, grit, pebbles, sand and other abrasive substances and settlement or movement of the structure to which the flooring is attached. The warranties do not cover noises, such as popping, crackling, or squeaking. Moldings are not included.



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The warranties do not cover small cracks that develop from improper moisture control, flooding and/or extreme environmental conditions that are excessively dry, heat or cold, humidity or temperature.

The warranties do not cover fading or discoloration from normal wear, heat, UV sunlight or natural sunlight, the variations of color, grain, veining, flow, shade, spotting or texture of your flooring from those shown on samples, pictures or illustrations.

With bamboo flooring being a natural product, much like wood floors that expands and contracts with the seasons and heating of the home, gaps can develop over time. This is the result of the amount of moisture in the air and the changes in the level of humidity in the environment, which causes the boards to expand and contract. Even when flooring is properly installed, gaps may appear between boards and such gaps are not covered by the warranty. It is important to maintain appropriate humidity levels between 40%-60% via the use of a humidifier and/or de-humidifier.

Bamboo flooring should not be installed over a radiant heat system reaching over 80 degrees; damage from such installation is not covered by the warranty.

A 5% margin for error and imperfection is an accepted industry standard and shall not be considered a structural defect under the terms of this warranty.

**Remedy:**

If the purchaser wishes to file a claim under the warranty, contact Mr. Bamboo licensed franchisee from whom you purchased the flooring. Upon proof of defect in Mr. Bamboo's materials by the purchaser, which shall be in writing by the purchaser to Mr. Bamboo licensed franchisee within the warranty period; the sole remedy shall be replacement of the defective material. Claims must be made in writing and sent to Mr. Bamboo licensed franchisee within six (6) months of the appearance of the defect. Failure to comply with this stipulation will cause the warranty to become null and void.

The warranties do not cover removal or replacement of furniture, cabinets, appliances, other fixtures, or for the storage of any of the above items or other losses or expenses incurred as a result of a defect covered by warranty. Replacement planks are not warranted to match in color, grain, veining, flow, shade, spotting or texture with your existing floor. If it is impossible to correct the situation, Mr. Bamboo licensed franchisee will refund to the purchaser an amount based on the purchase price of the defective area of the flooring.

**THE ABOVE WARRANTIES ARE THE EXCLUSIVE AND SOLE WARRANTIES GIVEN BY MR. BAMBOO**

**Limitation in other Warranties:** All products sold by Mr. Bamboo are governed by these limited warranties. Under no circumstances shall Mr. Bamboo be liable for any loss or damage, direct or consequential, arising out of, or inability to use, this product, and Mr. Bamboo's liability shall never exceed the purchase price of the materials. Mr. Bamboo excludes any other warranties of merchant ability or fitness for a particular purpose. If you need additional assistance please call Mr. Bamboo at 1-888-672-2628. We will provide you with helpful information to address your concern.

**Applicable Law:**

This Warranty will be interpreted and construed in accordance with the laws of the State of Illinois, without reference to its conflict of laws principles.