



**Strandwoven Wood Co.**

**Strandwoven™  
Bamboo Warranty  
(Commercial)**

## **SWC's Commercial Warranty**

(10 year coverage on delaminating; 1 year coverage on finish for pre-finished Commercial application)

This warranty is designed to cover Strandwoven Wood Company's Strandwoven bamboo flooring installed in commercial buildings.

We offer the highest quality product, and want you to feel comfortable with this fact. The Strandwoven Wood Company name is synonymous with quality milling, exceptional clarity, and tremendous beauty. To this end, we offer one of the finest warranties in the industry, and we will be around to back it.

### **Limited Warranty-**

Strandwoven Wood Company (herein referred to as the manufacturer) warrants that the residential flooring sold under this Warranty is, at the time of sale, free of defects in material and manufacture, and that it adheres to Strandwoven Wood Company's strict specifications for the flooring model. Strandwoven Wood Company further warrants that when professionally installed and maintained (both in accordance with Strandwoven Wood Company instructions) and used for its' intended purpose, Strandwoven Wood Company bamboo flooring will not delaminate or separate as a result of a manufacturing defect for a period of ten (10) years from the date of sale (herein considered "Strandwoven Wood Company Warranty Period"). Strandwoven Wood Company warrants that it's pre-finished flooring will not wear through or separate from the bamboo under normal conditions for one (1) year from purchase date.

Strandwoven Wood Company installation instructions **must** be followed as a condition to this warranty, and its effectiveness. These instructions can be obtained from either your Strandwoven Wood Company Representative, your distributor, your Strandwoven Wood Company dealer, or directly from Strandwoven Wood Company (information below). The Strandwoven Wood Company warranty is extended to the original owner of the structure to which the flooring is installed, and to subsequent owners during the Strandwoven Wood Company Warranty Period.

This warranty does not cover damage or defects (herein referred to as "**exclusions**") resulting from, or in any way caused by:

- Improper storage, handling, and installation of Strandwoven Wood Company bamboo (includes improper installation of substructure/subsurface material and its' preparation).
- Misuse, negligence, lack of maintenance, application of solvents (including corrosives or other chemicals), presence of abrasives (such as sand, pebbles, rocks etc.), color changes, fading, or damage caused by the sun, excessive point loads where proper protection is not used, or high heel spikes.
- Stains and finishes when using unfinished.
- Moisture problems at site (includes sub floor moisture, leaks, flooding, rain penetration, wet mopping, etc.)
- Movement or settling of the structure or substructure material to which the floor is attached.
- Natural catastrophic events or events beyond the control of the manufacturer.
- Installation of flooring with visual defects.

If a problem arises with Strandwoven Wood Company bamboo flooring, the owner of the flooring must notify Strandwoven Wood Company, and within a reasonable time, Strandwoven Wood Company, using its' discretion, will either repair any non-conforming or defective flooring, provide conforming planks to replace any nonconforming planks including a reasonable allowance to cover removal and reinstallation, refund the purchase price of the non-conforming planks that have yet to be installed, or, in situations where the flooring has been installed and some boards are found to be non-conformed, the flooring purchase price will be refunded to the owner.

These remedies shall be the exclusive and sole remedies for any breach of warranty.

If Strandwoven Wood Company flooring is found to be non conforming with regards to specifics in this warranty, the owner of the flooring must notify Strandwoven Wood Company in writing (address below) within thirty (30) days after discovery of non conformity. The written notice must describe the situation thoroughly, including the location, installation date, and installers' name and contact information. The owner

must give Strandwoven Wood Company a reasonable amount of time to inspect the floor prior to any subsequent repair efforts.

This requirement (found in this paragraph) is a condition of the "10 Year Limited Warranty". If these requirements are not met, Strandwoven Wood Company will have no obligation to remedy any non-conformity. Strandwoven Wood Company further reserves the right to inspect any floor covering under claim prior to authorizing its' removal or replacement.

#### **Warranty Disclaimer**

The above warranty is the exclusive and sole express warranty given by Strandwoven Wood Company for its' flooring. It supercedes any prior, contrary or additional representations, whether oral or written. Any implied warranties, including Warranty of Merchantability, or any Warranty of Fitness of a Particular Purpose, are limited in duration to the warranty period for Strandwoven Wood Company's express warranty, above. (Not applicable in all states)

#### **Exclusion of Incidental and Consequential Damages**

In no event shall Strandwoven Wood Company be liable for any incidental, special, indirect or consequential damages, whether resulting from delayed or non-delivery or from the use, misuse, or inability to use the product or from defects in the product or from Strandwoven Wood Company's own negligence. (Not applicable in all states)

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