



SUSTAINABLE
F L O O R I N G

Sustainable Flooring Bamboo Plywood Limited Warranty

(One year coverage on delaminating)

We offer the highest quality product, and want you to feel comfortable with this fact. The Sustainable Flooring 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-

Sustainable Flooring (herein referred to as the manufacturer) warrants that the bamboo sold under this Warranty is, at the time of sale, free of defects in material and manufacture, and that it adheres to Sustainable Flooring's strict specifications for the bamboo model. Sustainable Flooring further warrants that when professionally fabricated, Sustainable Flooring bamboo plywood will not delaminate or separate as a result of a manufacturing defect for a period of one (1) year from the date of sale (herein considered "Sustainable Flooring Warranty Period").

Sustainable Flooring plywood must not be exposed to variations in heat, humidity, moisture or dryness, including water saturation, or any other sources of relative moisture, or changes in ambient moisture or humidity. No Warranty coverage is provided for impact damage, normal wear and tear, dimples, gouges, scratches or surface damage caused by failure to protect and maintain material properly. No Warranty Coverage is provided for variations in color, grain, natural characteristics or markings which are ordinary to natural products or which develop over time because of natural processes such as exposure to sunlight or other environmental conditions. Any damage caused to Sustainable Flooring plywood during shipping is the responsibility of the shipping company and is not covered under this Warranty.

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 Sustainable Flooring 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.
- Stains and finishes when using unfinished plywood.
- Moisture problems at site.
- Movement or settling of the structure or substructure material to which the plywood is attached.
- Natural catastrophic events or events beyond the control of the manufacturer.
- Installation of plywood with visual defects. As with any natural product, slight variations and inconsistencies inherent in the product occur (such as minor surface imperfections), and are considered normal and acceptable within the product's manufacturing guidelines. If unacceptable panels are found, prior to or during the installation, they are NOT to be installed, and should be set aside. All panels must be reviewed with regards to quality prior to the installation – installation of plywood with visually unacceptable defects is not a warrantable claim.

If a problem arises with Sustainable Flooring bamboo plywood, the owner of the plywood must notify Sustainable Flooring within 10 days of the discovery of any non-conformity through written notice. The written notice must describe the situation thoroughly, including the location, installation date, and installers' name and contact information. The owner must give Sustainable Flooring a reasonable amount of time to inspect the panel prior to any subsequent repair efforts. Sustainable Flooring, using their discretion, will replace the non-conforming product at their cost, or refund the plywood purchase price to the owner. Sustainable Flooring's warranty only covers material, and not the labor to install or remove material.

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



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This requirement (found in this paragraph) is a condition of the "1 Year Limited Warranty". If these requirements are not met, Sustainable Flooring will have no obligation to remedy any non-conformity. Sustainable Flooring further reserves the right to inspect any material under claim prior to authorizing its' replacement of product.

Warranty Disclaimer

The above warranty is the exclusive and sole express warranty given by Sustainable Flooring for its' bamboo plywood. 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 Sustainable Flooring's express warranty, above. (Not applicable in all states)

Exclusion of Incidental and Consequential Damages

In no event shall Sustainable Flooring 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 Sustainable Flooring's own negligence. (Not applicable in all states)

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