

Natural Bamboo® Strand woven engineered and solid ply 15 Year commercial Wear-Lifetime Structural Warranty

USFloors, Inc. warrants the finish of Natural Bamboo® pre-finished engineered and solid ply strand woven with ENDURA AR+ finish not to wear through under normal use for a period of 15 years from the date of purchase. This definition is the wear-through of 100% finish removal over a minimum of 3% of the total installation. (Gloss reduction or surface scratches are not considered surface wear.) Remediate a dull finish with spot or overall recoating care systems.

Commercial areas of use:

- Institutional: Classrooms, Training Rooms, Meeting Rooms, Commons Areas, Residence Halls, Hallways, Entryways
- Retail: Hallways, Checkout (cash register or furnishings CANNOT be bolted to the floor), Novelty Shops/Boutiques, Product Display Areas, Sales Floors, Showrooms, Hair Salons, Entryways (walk off mats required)
- Medical Offices: Hallways, Entryways, Waiting Rooms, Patient Rooms, Examination Rooms, Storage Rooms
- Hotels: Guest Rooms, Conference/Meeting Rooms, Lobby
- Offices and Restaurants: Offices, Conference/Meeting Rooms, Showrooms, Restaurant Floor, Break Rooms, Hallways, Entryways, Lobby

This 15 year limited, commercial wear warranty is subject to the following conditions:

- Installation of the flooring properly installed according to USF Contract installation instructions.
- The flooring installed only indoors in a dry, climate-controlled area.
- The flooring maintained in accordance with USFloors maintenance instructions.

Warranty Coverage:

- Upon determination of a valid manufacturing defect, USFloors will arrange a refund based on the original purchase of the product good toward the purchase of a replacement. When a noticeable defect installs credit applies to material only and does not include labor since it is the responsibility of the installer to determine suitability of material prior to installation.
- Should a problem attributable as a manufacturing defect develops after installation, USFloors will refund the reasonable cost of labor for repair.

Limited Commercial Warranty does not cover:

- This limited warranty does not apply to water damage of any kind.
- Installation of flooring that contains any manufactured visible defect.
- This limited warranty does not apply to damage caused by water or moisture in the subfloor or underneath the flooring, including but not limited to damage from subfloor hydrostatic pressure (water or moisture under the floor that is transmitted to the surface through exerted pressure) or other conditions that result in water or moisture being under the floor.
- Problems due to moisture, mildew, alkaline substances, hydrostatic pressure, expansion and contraction between planks, or humidity levels above or below those recommended.
- This warranty does not cover damage caused by neglect, abnormal use or misuse, application of solvents, corrosives or other chemicals to the flooring, color change, excessive pivot and point-loads, stiletto shoes, heavy furniture or equipment, unpadded furniture feet, water, pet claws, pet urine, damage from sand, pebbles or other abrasives, damage due to adhesives or tape or other unintended uses. Loss of finish gloss over time is consistent with normal wear & tear and is not a product flaw.
- It is normal and expected for there to be color variations due to use of natural components, exposure to UV light and/or sunlight, and age of material. Therefore, color inconsistency between samples, replacement product or illustrations and actual product is not a manufacturing flaw. Area rugs and large furniture will block light exposure and cause uneven coloration. To minimize this, move furnishings and floor coverings periodically.
- USFloors makes no guarantee that the material purchased will match or coordinate with customer furnishings, trim, cabinetry, railings, etc.
- Inherent variations that are consistent with those of a natural bamboo product to include pattern, color, and grain do not indicate defective material.
- Noncompliance with installation instructions and maintenance instructions as recommended by USFloors
- USFloors cannot assume responsibility for the suitability of flooring material and accompanying products for each individual installation as USFloors has no control over the installer's proper application.
- Floor covering installed in inappropriate locations
- Water damages due to flooding, broken pipes, wet mopping and spillages

How to Make a Claim

Any claim made under this limited warranty must process through the commercial purchasing agent contracted® to USFloors within 30 days after the basis of the claim come into sight. In addition, any claim under this limited warranty voids at the end of the applicable limited warranty period. Proof of purchase including the date of purchase, must be presented to make a claim.

Contact us for further information and instruction

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