

RESIDENTIAL WARRANTY



Warranty for Residential Use – Bamboo Flooring

This warranty applies to Teragren LLC *ELEMENTS, SIGNATURE NATURALS, SIGNATURE COLORS, CRAFTSMAN II, STUDIO, PORTFOLIO COLLECTION, SYNERGY® MPL, SYNERGY® ONE, SYNERGY® WIDE-PLANK, VANTAGE II AND VISIONS* bamboo flooring that is purchased through an Authorized Teragren Dealer and installed in Residential buildings.

LIMITED LIFETIME STRUCTURAL WARRANTY

Teragren LLC warrants that your Teragren bamboo flooring will be free from manufacturing defects and, for the life of the product, when used under normal household conditions*, will not buckle, warp, twist or separate at the plies due to glue bond failure.

*"Normal household conditions" means those daily activities commonly associated with residential use

LIMITED FINISH WARRANTY – POLYURETHANE COATINGS

Teragren LLC warrants that its factory applied finish, when used under normal household conditions*, will not wear through or peel for 25 years after the date of purchase.

*"Normal household conditions" means those daily activities commonly associated with residential use

LIMITED LIFETIME FINISH WARRANTY – HARDWAX-OIL COATINGS

When maintained using authorized Rubio Monocoat maintenance products, Teragren's Vantage II and Visions High-Performance Oil finish will not peel or separate from the Teragren manufactured flooring or accessory products to which they are applied.

LIMITED WARRANTY EXCLUSIONS AND CONDITIONS

The Limited Warranties set forth herein apply only to flooring purchased after May 1, 2012. Proof of purchase is necessary to verify all warranty claims.

1. The Limited Warranties do not apply to "seconds" or "off goods" product.
2. The Limited Warranties apply only to products purchased from an Authorized Teragren Dealer
3. The Limited Warranties apply only to the original purchaser and the original installation site, and are not transferable.
4. The Limited Warranties do not cover conditions or defects, including buckling, caused by improper installation, the use of improper adhesives; inadequate, uneven or irregular subflooring or improper sub-floor preparation; or by the failure to follow Teragren's Installation or Maintenance guidelines, which are included in the product cartons, on Teragren.com, and can be obtained by calling Teragren at 1-800-929-6333.
5. The Limited Warranties do not cover gapping of planks.
6. The Limited Warranties do not cover construction related damage.
7. The Limited Warranties do not cover planks that have been installed with obvious visual defects.
8. The Limited Warranties do not cover noises, such as popping, crackling or squeaking.
9. The Limited Warranties do not cover damage caused by insects.
10. The Limited Warranties do not cover conditions caused by improper use or maintenance, such as:
 - Loss of gloss or build-up of dulling film due to lack of maintenance or improper maintenance.
 - Damage resulting from failure to follow floor care instructions
 - Scuffs, scratches, gouges, dents, cuts, including, without limitation, those caused by pets or animals, or marks caused by abuse (i.e. dragging objects across the floor without proper protection)
 - Damage caused by burns, flooding, fires and other accidents
 - Wear caused by caster wheels or vacuum cleaner beater bars
 - Wear caused by pebbles, sand and other abrasives or spike heels
 - Use of rubber backed mats, latex-backed or coco fiber mats or mats
 - Failure to support furniture and fixtures with floor protectors that are at least one inch in diameter, made of non-staining felt or non-pigmented hard plastic, rest flat on the floor and are replaced regularly.
11. The Limited Warranties do not cover fading or discoloration from heat or sunlight.
12. For purposes of the Limited Finish Warranty for Residential Use, "wear through" means complete loss of the Teragren LLC wear layer (polyurethane - coatings).
13. The Limited Warranties do not cover variations of color, shade, or texture of your flooring from those shown on samples or photographs.
14. The Limited Warranties do not cover small cracks in the planks or finish resulting from the installation and use of Teragren LLC Bamboo flooring in environments that are excessively dry, excessively humid, or prone to dramatic variations in humidity or temperature.

This warranty gives you specific legal rights and you may also have other rights which vary from State to State in the U.S. or Province to Province in Canada.

REMEDIES

If your floor fails to perform as stated in the applicable Limited Warranty, Teragren LLC will, at its option, (i) repair without charge the affected planks to conform to the warranty; or (ii) replace the affected planks without charge with planks of equal value and/or quality. If your floor was installed by a professional flooring contractor, Teragren LLC will also pay for the professional labor cost to install your replacement planks. Teragren LLC will not pay for the removal or replacement of furniture, cabinets, appliances or other fixtures, or for the storage of any of the aforementioned items. Replacement planks are warranted hereunder only for the remaining time of the original warranty and are not warranted to match in color, grain and gloss, with your existing floor.

THESE ARE YOUR EXCLUSIVE REMEDIES UNDER THE LIMITED WARRANTIES SET FORTH ABOVE. UNDER THE TERMS OF THESE LIMITED WARRANTIES, TERAGREN LLC WILL NOT BE LIABLE FOR INDIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL, OR OTHER DAMAGES OF ANY KIND, NO MATTER WHAT THE CAUSE. THERE ARE NO IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTIES OR MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, EXTENDING BEYOND THE TERMS OF THESE LIMITED WARRANTIES. EXCEPT AS SET FORTH HEREIN, THERE ARE NOT EXPRESS WARRANTIES MADE BY TERAGREN LLC COVERING THIS PRODUCT.

Note: Some States or Provinces do not allow the exclusion or limitation of incidental or consequential damages so the above limitation or exclusion may not apply to you.

If you need additional assistance simply call Teragren LLC Customer Care at 1-800-929-6333. Our representatives will provide you with helpful information to address your concern.



FINE BAMBOO FLOORING, PANELS & WORKTOPS