

Warranty for greenearthTM Strand Woven Bamboo

What is guaranteed by Golden Field?

25-Year Residential Limited warranty

The manufacturer warrants to the original purchaser that the bamboo surface will not wear through under normal conditions of wear and tear, for a period of twenty-five years from the date of purchase. Gloss reduction and scratches caused by regular traffic are not considered "wear through" and are not covered by this warranty. The warranty becomes effective on the date of purchase.

Life time Structural integrity warranty

The manufacturer warrants its product in its original manufactured condition to be free from defects in material and workmanship, including dimension, lamination and assembly and warrants that for the life of the product it will not buckle, warp, twist or separate due to glue failure under normal household conditions. A normal household condition refers to common activities associated with residential use and maintained in accordance with greenearthTM Strand Woven Bamboo Care and Maintenance Guide.

What is not covered by Golden Field?

Bamboo being a natural product will continue to expand and contract during normal seasonal temperature and humidity changes. The product, when properly installed, may experience slight expansion, contraction and separation between boards, which is normal. If minor separation does occur, it is not covered by this warranty.

Expansion gaps should be installed as required. Bamboo may naturally experience minor checking (cracks). This is more common in environments that are excessively dry or excessively humid or prone to dramatic variations in humidity. This is not covered by this warranty.

Colour variations can occur between batches of the same species. Colour and appearance can also be affected by exposure to ultraviolet light and oxygen. Fading and discoloration from heat and sunlight is not covered by this warranty.

The manufacturer's warranty does not cover the following:

1. Indentations, scratches, damage caused by negligence or accident, water ingress, insects, animals, high-heeled or spiked shoes, urine and high traffic areas.
2. Failure to follow the manufacturer's written bamboo floor installation instructions, including protecting the floor from subfloor moisture.
3. Exposure to excessive heat, sunlight or improper humidity in the environment.
4. Improper maintenance, insufficient protection or misuse.
5. Where subfloor heating is used.
6. Improper alterations to the original manufactured product. Alterations or repairs to the manufacturer's original product will void any and all warranties.
7. Changes in colour or appearance due to full or partial exposure to sunlight, weather, ageing or refinishing.
8. Failure due to structural changes in the subfloor, settling of the building or an uneven subfloor that has not been adequately leveled (+/- 3mm over 1000mm).

Claimer

* The Green Earth™ warranty is in addition to other rights and remedies of the consumer under a law in relation to the goods or services to which the warranty relates.

* Green Earth™ products come with guarantees that cannot be excluded under the Australian Consumer Law.

* You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage.

* You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to major failure.

* All expenses related to warranty claims are the responsibility of the consumer making the warranty claim.

* The original purchaser of Green Earth™ Strand Woven Bamboo flooring in Australia is offered the following warranties, effective January 1, 2012 Product Warranty is for indoor residential use only.

* Product thought to be defective by the installer should be returned to your dealer for inspection and possible replacement prior to installation. Installation implies acceptance of the appearance-related claims, relating to features visible at purchase, once the Products are installed.

* A minimum of 10% of the total installed surface area must be affected for the warranty to apply. This warranty is exclusive. It covers the repair or replacement of defective materials only. It does not cover labour costs. Installation of the replacement products will be at the buyer's expense. The above remedy is the customer's only and is an exclusive remedy for claims under this warranty.

* Product Warranty is for indoor residential use only.

* The manufacturer will honor claims under this warranty, only if all of the following conditions are satisfied:

1. Original Proof of purchase must be provided inclusive of purchase price plus date of purchase and date and location of original installation.

2. At all times prior to installation the flooring must be properly stored according to installation instructions.

3. This warranty applies to interior residential use only.

4. The flooring must be installed in accordance with the manufacturer's installation instructions. Relative humidity in the area of use must be maintained within a range of 35% to 55%.

5. Green Earth™ Bamboo flooring must be maintained in accordance with the manufacturer's recommendations.

6. The manufacturer must receive written notice within 30 days after discovery of any claimed defect or failure covered under this warranty. The manufacturer must be given 60 days following notice to inspect the product to confirm any failure. Written notice should be sent to Green Earth. The manufacturer or its representatives must be given the opportunity to inspect the floor prior to any repair or alteration.

7. The warranty will be made void if unusual man-made or natural disasters, including leaking or broken plumbing, fire, flood, and earthquake or standing water occur during or after installation.

8. Heavy objects and furniture should not be situated on any floating installation. This can lead to the floor failing to respond to contraction and expansion, which can cause squeaking and possible failure.

* If the Green Earth™ flooring should fail to meet the Terms of the Warranty, Green Earth™ and the manufacturer, at its option, will either supply a replacement product from the current range, parts to repair or replace the defective product, or refund the Purchase price of the defective product pro-rata over the remaining life of this limited warranty.

Disclaimer

*The foregoing is in lieu of all other warranties expressed or implied, including but not limited to, the implied warranties of merchantability and fitness for a particular purpose, except as covered by Common Law. The manufacturer shall not be liable for loss of use or any other incidental or consequential costs, expenses or damages incurred by the original purchaser. This warranty gives you specific rights and you may also have other rights that may vary from State to State. It should be read in conjunction with greenearth's General Terms and Conditions of Sale.

*This warranty is not transferrable, only extending to the original purchaser of the floor at the original residential location.

*All work must be carried out in accordance with the specified laying instructions, otherwise all warranties are void.