

WARRANTY

Duty and Responsibility of Installer and Homeowner

Though the manufacturer conducts meticulous quality tests to ensure the floor planks comply with the established criteria, installers must use discretion when choosing planks, omit certain planks, place them in a less visible area, or cut those with serious defects as needed, regardless of their origin. If installers have doubts about the grade and finish or manufacturing quality and can neither place the planks in a less visible area nor eliminate the imperfection, they should not install them. Planks that have been installed are considered having been accepted by the installer and homeowner. The manufacturer will decline any responsibility for failure to strictly follow all installation instructions and recommendations and / or the use of improper materials and tools.

Warranty covers the flooring only. Labor and labor costs incurred by the buyer are excluded.

Industrial Norm

Dasso flooring as with all natural materials, certain imperfection may or may not exist. Your purchase is subject to rigorous quality standards and complies with current wood industry standards, which stipulate an accepted imperfection rate within 5% of the floor planks. This includes natural imperfections in the wood as well as manufacturing and grade selection defects.

Only products with a defect rate above the acceptable 5% level will be replaced.

Warranty will not be applicable for cases of careless installation of product or the poor judgement of installers.

Labor and installation costs will not be covered when the warranty is in practice.

Structural Warranty

The manufacturer warrants that the flooring wear layer will not wear-through in 25 years under normal residential traffic. This applies to structural manufacturing defects in lamination when used under normal residential traffic conditions. Proper job site pre-inspection, installation and maintenance procedures must be followed. Adhesion breakdown caused by moisture damage and/or water damage is not covered under this warranty. bamboo flooring, being a natural product, will constantly expand and contract over time. Properly installed floors may consequently experience some separation between planks; the planks are not covered under this warranty. This limited warranty extends only to the original purchaser(s) of this product for as long as they own their home and is not transferable.

Finish Warranty

The manufacturer warrants that the flooring finish will not wear-through in 20 years from the time of purchase under normal residential traffic. Proper job site pre-inspection, installation and maintenance procedures must be followed. Adhesion breakdown cause by moisture damage and/or water damage is not covered under this warranty. This limited warranty extends only to the original purchaser(s) of this product for as long as they own their home and is not transferable.

Warranty Disclaimers and Exclusions

Color variations are natural due to species, age, character of wood and exposure to sunlight. New and replacement planks may not match display samples or existing flooring.

Matching of flooring to other wood products such as cabinets, stair railings and moldings is the responsibility of the purchaser.

Naturally occurring wood characteristics such as wood grain, color, mineral streaks and knots are not considered defects.

Normal exposure to sunlight will result in changes in shades and colors. Variation of shades between covered and uncovered areas is common. This is not a product defect.

Gloss reduction is common due to various reasons, including surface wear.

Adhesion breakdown caused by moisture damage and/or water damage is not covered under this warranty.

This warranty does not apply to water damage caused by flooding, standing water or hydrostatic pressure.

General Disclaimer

This warranty excludes indentations, scratches, stains or damages caused by negligence, fire, water, moisture, excessive heat or excessive dryness, erosion, pebbles, sand or other abrasives, pet, insects, high heeled shoes, weather conditions or natural disasters, color variations, naturally occurring wood characteristics, failure to follow the written installation and maintenance instructions, improper maintenance, insufficient protection, misuse or improper alterations of the original manufacturer's product.

This warranty does not cover natural product expansion and contraction through time resulting in separation between planks or damage due to exposure to excessive low or high humidity for a long period of time.

This warranty only applies to the purchase through distributor with legal proof. It does not cover downgraded or discounted purchase.

Any and all representatives, promises, warranties or statements by agents that differ in any manner from this terms of limited warranty shall be void and in no force unless in written form and signed by a duly authorized party.

All claim shall be reviewed on whether the finding should be justified to be conducted by an independent flooring inspector. If the defect is due to other factors, a written reply shall be issued to the claimer together with reasons.

Should a third party inspector be required, the claimer will be required to make a payment for the inspection. The payment will be determined by the company of the independent inspector. The inspector will perform an on-site inspection and will provide a full report to both parties. The inspector must be licensed, and certified in wood flooring inspection.

Should the report not be justified for claim, the case will be considered dissolved and the claimer will have to bear the cost of the inspection. If justification is claimable, the manufacturer will provide suggestion to claimer to reach an agreement for reimbursement and settlement.