

Solid Bamboo and Engineered Flooring Warranty

Manufacturing Defects. We warrant that this product is free from manufacturing defects, and will replace or refund any defective planks beyond standard 5% waste factor at no cost to you, subject to the provisions in this document.

Lifetime Exclusive Structural Warranty. We will replace or refund any defective plank that delaminates (separates due to poor bonding) beyond standard 5% waste factor at no cost to you for as long as you own your home, subject to the provisions in this document.

30-Year Residential:*

No wear-through Warranty. Factory applied aluminum oxide finish will not wear through for 30 years after date of purchase. We will replace or refund worn planks beyond standard 5% waste factor at no cost to you when installed as an interior residential floor, subject to the provisions in this document. Eco-Performance Bamboo and Premium Performance Engineered products also carry a 5-year light commercial warranty. *Eco-Wood Printed Bamboo is warranted for 25 years.

Provisions

This Warranty is non-transferable, and applies to the original purchaser when purchased from an authorized dealer. Proof of purchase required. In all cases, Wellmade® reserves the right to inspect the flooring and to remove a sample for analysis, if necessary.

THIS WARRANTY DOES NOT COVER DAMAGE OR DEFECTS RESULTING FROM OR IN ANY WAY ATTRIBUTABLE TO:

1. The installation or suitability for installation. All warranties regarding installation or suitability for installation are the responsibility of the installer and/or your dealer.
2. Obvious defects or shading issues once they are installed. It is the responsibility of the installer to inspect the flooring prior to installation.
3. Improper storage, handling, or acclimation of the bamboo or engineered flooring.

4. Scratching, denting, fading, or loss of gloss over time. All wood flooring will scratch, dent, or lose gloss over time.

5. Moisture problems such as: sub-floor moisture, plumbing leaks, wet mopping, liquid spills, flooding, and etc.

6. Settlement or movement of the structure (sub-floor or floor joists) to which the flooring is attached.

7. Variations in color, grain, and markings that exist in the flooring when new, or that develop over time due to sunlight or other UV exposure or aging.

8. Excessive swelling and/or shrinkage or other movement, such as cupping or delamination in the flooring caused by a change in the moisture content due to extreme dryness or humidity which is outside the recommended 35% - 65% relative humidity range to be maintained for this product.

NOTES: Like all wood flooring, this flooring can be scratched, dented, lose gloss over time, or fade due to exposure to direct sunlight. Please keep in mind that pets, grit, and some children's toys can scratch your floor. Use furniture pads under heavy furniture to spread the load over a larger area; use felt or other soft protectors under chair legs; small area rugs are helpful for removing grit from shoes (both inside and outside), and protecting are as in front of sinks, stoves, and other areas that are subject to higher traffic or pivotal loads. Never push or pull heavy furniture or appliances across the floor. In addition, it is considered normal for all wood flooring to expand or contract with humidity changes, this means gaps may appear between the planks during times of very low humidity.

This writing is the complete and exclusive statement of the Warranty, and is in lieu of all other expressed, implied, and/or statutory warranties. We assume no liability for incidental or consequential damages. The sole remedy provided herein at our discretion, is the repair, refinish, replacement, or refund for defective products. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations may not apply to you.