

## Ambient® Floor Warranty

Ambient Bamboo Products, Inc. warrants to the purchaser that this pre-finished bamboo floor:

- 1) Has a lifetime structural guarantee that it will not pull apart or separate in a residential setting, and 15 years in a commercial setting.
- 2) Is protected by a premium strength finish that will not wear through under normal traffic conditions for 30 years in a residential setting and 5 years in a commercial setting.
- 3) Is free of any manufacturing defects caused by improper milling, grading, staining or coating. Damages due to improper transportation, storage, installation, or any other cause are not covered. Product quality variation or error that does not exceed the 5% industry standard is not considered a factory defect.
- 4) Is safe for your family and meets all OSHA and E1 standards in relation to formaldehyde levels and volatile organic compounds.

Any claims for warranty must be received within 30 days after the defect has been identified. Whenever this warranty is applicable, our liability is limited to repairing or replacing bamboo, at no cost to you, the original end-consumer. Warranty only applies when product is used under normal foot traffic conditions, and as long as you follow all the preventive instructions as prescribed in the installation guide – found online at [ambientbamboo.com/installation.php](http://ambientbamboo.com/installation.php), and the product is not used in a highly fluctuated moisture environment. In case of dispute Ambient requests the right to have a certified floor inspector examine and the installation in question. If the resulting inspection finds fault in the installation and not the product itself the homeowner will be held responsible for the inspection cost.

Moldings are not covered under this warranty. As bamboo is a natural product, we do not guarantee color due to the natural color variations and characteristics of bamboo. Do not use this product under rolling office chairs - always use a chair mat. This warranty excludes any blemishes or damage caused by improper maintenance (including the use of detergents, furniture, dusting, sprays, or any other cleaning and maintenance products), excessive moisture, excessive heat or cold, excessive dryness, negligence, spike-heeled shoes, water, erosion, sand, other abrasives, insufficient padding under furniture, pets, wet mopping, insects, excessive sanding, settlement or movement of the structure to which the flooring is attached, installation of flooring over visible defect, or failure to follow the installation and installation or care and maintenance instructions for this product (found on our website at [ambientbamboo.com](http://ambientbamboo.com)). This warranty is limited to a one-time repair or replacement of deficient flooring. Any cracks that develop as a result of improper moisture control, flooding and/or excessive dryness are not covered under this warranty. Issue at hand must be noticeably covering at least 20% of the total bamboo floor area for the claim to be considered. Although our finishes do contain UV protection layering this warranty does not cover fading or loss of color due to sunlight exposure. Bamboo floors, like other wood floors and due to their composition, are subject to seasonal contraction and expansion. It is the owner's responsibility to provide and maintain appropriate humidity levels between 40%-60% via the use of humidifier and/or de-humidifier.

When installed over a radiant heat subfloor, only Ambient Strand Woven floors are warranted and they must be glued down. The radiant warranty for glued down strand woven floors is 5 years. All other floors including click-lock strand engineered floors are not warranted. The surface temperature of the subfloor should not exceed 85 degrees. A floor that is too hot can become dried out and distorted. Only our engineered bamboo floors are warranted for use below grade (in basements), and never on any grade over radiant heat. Installation of Ambient flooring in bathrooms is not covered by warranty. This warranty does not cover flooring if purchased at auction. This is the complete warranty and is in lieu of all other expressed and/or implied warranties. Ambient Bamboo Products Inc. assumes no liability for incidental or consequential damages.

The Ambient Installation Instructions and the Ambient Care & Maintenance Instructions must be followed as a condition for this Warranty to be valid. You may obtain these instructions by printing them from the Ambient website, by calling 301.498.0234 or by emailing your request to [info@ambientbamboo.com](mailto:info@ambientbamboo.com).