

# ECO-TIMBER® LIMITED COMMERCIAL WARRANTY

For EcoTimber® Prefinished Classics, Exotics, Australian Chestnut, Orchard Walnut, Hand-scraped, Engineered Bamboo, and Solid Bamboo Flooring. This warranty only covers floors shipped from EcoTimber after March 15, 2007. Flooring shipped from EcoTimber before this date is covered by our previous warranty and installation instructions, which are available by calling (415) 258-8454. 051707

**EcoTimber warrants** that the above-mentioned prefinished flooring products:

- Are free from defects in lamination, milling and assembly and will remain free from these defects for **25 yrs.**
- Will remain structurally sound under normal conditions provided that EcoTimber subfloor and installation requirements were met.
- Is protected by a factory finish that will not wear through for **three years** from date of purchase, if recommended maintenance steps are followed (not valid for unfinished or oil-finished products).

**This warranty is made subject to the following conditions:**

- The EcoTimber Commercial warranty expressly permits high foot traffic counts - subject to normal residential foot wear consideration and patterns. EcoTimber defines Commercial as use in an interior environment that requires customer/client foot wear as normally envisioned in a well cared for residential living environment. The environment requires a "walk off" area that isolates the wood floor from direct outdoor entry and ensures proper area and surface material necessary to remove unreasonable amounts of moisture and abrasives from foot wear before coming in contact with the wood floor (i.e. in an interior entrance to a shopping mall, an exterior entrance with a large floor mat). Commercial applications may include professional offices and retail boutique where an interior mall environment assures that foot wear is clean, free of abrasive or moisture laden particles and is otherwise representative of normal interior residential foot wear.
- In Commercial applications, normal maintenance is considered to be daily vacuuming, dust mopping or light damp mopping to remove obvious visual dirt, abrasive substances or foreign particles. Additionally, depending on overall traffic, it is recommended that an approved dress coat be applied at least twice yearly.
- This warranty is not transferable; it extends only to the original consumer purchaser. Installation must be according to recommended procedures and conditions found in EcoTimber's most current Installation Instructions for the specific product.
- **Room temperatures below 50°F. or above 80°F., or relative humidity below 35% or above 55% will VOID all warranties. These acceptable temperature and relative humidity ranges apply not only to the storage of the product prior to installation and the conditions during installation, but also to the year-round environment of the floor.**
- Maintenance must be according to recommended instructions found in EcoTimber's Installation Instructions and Cleaning & Maintenance guidelines. Floor must not be exposed to extreme heat, dryness, moisture, water saturation (including wet mopping), and other sources of extreme moisture or changes in moisture. Alteration or repair that is not authorized by EcoTimber will void the warranty.
- Warranty excludes impact damage or wear from furniture, seating or fixtures on casters, or equipment used without proper protection. Warranty excludes indentations, scratches or surface damage caused by lack of proper maintenance, misuse, negligence, spiked heel shoes, pet claws, water, erosion, pebbles, sand and other abrasives. No warranties apply to product designated as 'B' grade, thrift, antique, bargain, economy, or cabin grade, or nonstandard items. Such product is sold "as is".
- Over time, normal exposure to sunlight will bring about changes in the shading of any hardwood floor; these changes may vary in areas of the floor that are blocked from sunlight, such as under area rugs. This is not a product defect.
- Any damage that occurs during shipping is the responsibility of the shipping company.
- **Some EcoTimber flooring products are not warranted for installation over radiant in-floor heating systems.** Refer to the installation instructions for the specific product to verify whether or not it is warranted for use over radiant heat, and for specific guidelines and restrictions regarding such installations.

Any claims for warranty must be made in writing, within 30 days after the condition has been detected. If EcoTimber accepts a claim under this warranty, it will repair or replace, at its option, the affected flooring material. If flooring product for which the claim is being made is no longer available, EcoTimber will replace affected flooring material with product of equal or greater value. If after a reasonable number of attempts EcoTimber is unable to correct the defect covered under this warranty, EcoTimber will refund, if requested, the purchase price for the portion of the floor that fails. EcoTimber reserves the right to have a designated representative inspect the floor and remove samples for evaluation of claim.

This warranty is limited to a one time repair or replacement of defective material and shall be the buyer's exclusive remedy. Labor costs for installation, removal, or re-installation are NOT included. No other warranties, express or implied, are made and under no circumstances shall EcoTimber be liable for any loss or damage arising from the purchase, use or inability to use this product or any special, indirect, incidental or consequential damages, including any possible "chemical sensitivity" reactions to off-gassing from our products. This warranty gives you specific legal rights, and you may also have other rights, which vary from state to state.