



Toll Free: (866) 593-4454

Residential Lifetime Product Warranty

GreenWood Products Company warrants to the original purchaser of its **PREMIUM** Quality laminated bamboo plank, in its original manufactured state, to be free from defects in lamination, milling, and assembly for a lifetime. This warranty extends to installations over a radiant floor heating system when the flooring is properly installed and the heating system is used properly. **RAPID HEATING OF THE RADIANT FLOOR HEATING SYSTEM WILL CAUSE THE FLOORING TO CRACK AND VOIDS THIS WARRANTY.**

Residential Ten Year Finish Wear Layer Warranty

GreenWood Products Company warrants to the original purchaser of its **PREMIUM** Quality laminated bamboo plank, in its original manufactured state, that the finish wear layer will not wear through to the wood, crack or separate from the bamboo for ten years from the date of purchase.

Warranty Exclusions

The following are excluded from warranty coverage:

1. Floating the flooring over a radiant heat system is not recommended and voids this warranty.
2. Any indentations or scratches.
3. Damage caused by negligence, insects, exposure to moisture, improper maintenance, exposure to sand or other abrasives, insufficient protection between furniture and floor, misuse or improper alterations of the original manufactured product.
4. Installation and maintenance not in accordance with the installation guidelines published by the National Wood Flooring Association.
5. Damage, such as cracking or swelling, caused by prolonged exposure of the flooring to relative humidity below 35% or above 60%
6. Product sold "AS IS".
7. Commercial use (See commercial Warranty).

This written warranty is the complete and exclusive statement of warranty and is in lieu of all other express, implied or statutory warranties. GreenWood Product Company assumes no liability for consequential or incidental damages. However, some states do not allow the limitation or exclusion of consequential or incidental damages so this exclusion may not apply to you. This warranty provides specific legal rights. You may have additional rights that vary from state to state.

The sole remedy provided herein is the replacement of, or refund for, any defective product.