

Hawthorne Flooring, Inc. bamboo flooring Guarantees:

General Warranty Information

1. Fifty (50) Years Structural Warranty:

Manufacturer warrants to the original buyer within U.S. or Canada, through its original US distributor, that at the time of sale, products in their original manufactured condition, to be free from defects in assembly, milling, dimension and grading for as long as the original buyer owns the product. It further warrants that when properly installed according to Hawthorne Flooring Inc.'s installation instruction procedures in residential homes and condominiums, the floor product will not buckle, separate or cup as a result of manufacture defect for (50) years from the date of the sale, as long as the floor was properly maintained in accordance with such instructions provided in Hawthorne Flooring Inc.'s care and maintenance information. As products are made from natural material bamboo, expansion and contraction due to temperature and humidity changes in different seasons is normal. Professional installation shall always take into consideration the characteristics of natural product, to reduce or minimize such effects. Separation between the boards at different times during the year may occur due to this normal expansion and contraction, such phenomenon is not considered product defect and is not covered by this warranty. This warranty is transferable.

2. 25 Years Pre-Finish Warranty:

For pre-finished flooring, manufacturer warrants that original finish of aluminum oxide on the flooring is, at the time of the sale, free from defects in material to the original buyer. Furthermore, this manufacture pre-finish will not wear through for 25 years from the date of the purchase while installed in residential homes and condominiums, or 10 years in commercial buildings. This warranty preclude normal color variations, accidental scratches, reduction in shine of finish, improper maintenance, misuse, excessive heat or dryness, negligence or damage caused by exposure to chemical or physical friction or impact.

3. Warranty Procedure, Exclusions and Disclaimer:

If in the unlikely event any portion of the floor should fail with respect to the provisions of these warranties, buyer shall contact and report to importer [Hawthorne Flooring, Inc., 1133 N Main St, Mocksville, NC 27028], or Floor Bamboo, Inc. which address is provided below. Upon notification, Hawthorne Flooring, Inc. and Floor Bamboo, Inc. at their sole option may provide to the original buyer, repair, refinish, or replace such portion, AT NO COST TO BUYER, with the same or similar product of equal or lesser value. In the event correction is not made successful after reasonable attempts, or replacement is not available, then a credit,

or refund if requested, may be issued to the original buyer for the price paid for the portion of the floor that fails. To file a claim, please contact Hawthorne Flooring, Inc.

All claims must be filed within the warranty coverage period and proof of purchase verifying date of original sale. Hawthorne Flooring, Inc. and Floor Bamboo, Inc. may at their sole discretion, perform inspection, removal of samples for testing or analysis on the failed floors. Warranty coverage is transferable. No sales person, retailer, installer, or agent or employee of Hawthorne Flooring, Inc or Floor Bamboo, Inc. may alter, change or modify the original manufacture warranty. This warranty information may be updated and without notice to customer, and posted on website: www.hawthornefloors.com, available for free download over the Internet.

Following are warranty exclusions and disclaimers:

- a. Color, grain, knots or mineral streaks variations in flooring are natural occurrence of flooring therefore those are not considered as defects. Such natural variation or deviations from one box to another may cause mismatch from one piece or box to another.
- b. Gloss reduction is not considered as surface wear;
- c. Exposure to sunlight may bring changes in the shading of floor. This is normal and is not a product defect, it can be prevented or minimized by moving objects in the room to adjust or deflect light;
- d. Installations must follow instructions and guidelines provided by Hawthorne Flooring, Inc. separate from this warranty guide. The "Installation Guide" may also be found at website www.hawthornefloors.com
- e. Damages due to water, moisture, improper handling or storage, chemical agent or solvents corrosion, spike-heeled shoes, furniture padding, or physical abrasion, or natural disasters are not covered by warranty;
- f. Improper cutting or alternation, re-painting, re-finishing or stains are not covered by warranty;
- g. Installation over radiant floor heating with surface temperature in excess of 100° F (or 38° C);
- h. Installation with visible damage or defects;

THE ABOVE WARRANTIES ARE THE EXCLUSIVE AND SOLE WARRANTIES TO BUYER. IN NO EVENT HAWTHORNE FLOORING, INC OR FLOOR BAMBOO, INC. SHALL BE LIABLE FOR ANY INCIDENTAL, INDIRECT, SPECIAL OR CONSEQUENTIAL DAMAGES, WHETHER RESULTING FROM NON-DELIVERY OR FROM THE USE, MISUSE OR INABILITY TO USE THE PRODUCT OR FROM DEFECTS IN THE PRODUCT FROM NEGLIGENCE. HAWTHORNE FLOORING, INC. AND FLOOR BAMBOO, INC. MAKES NO WARRANTY OR GUARANTEE OF THE QUALITY OF INSTALLER'S WORK OR OF A PARTICULAR INSTALLATION PERFORMED BY THEM. HAWTHORNE FLOORING, INC. AND FLOOR BAMBOO, INC. DISCLAIM ALL LIABILITY FOR ANY ERRORS OR IMPROPRIETIES IN THE INSTALLATION OF ITS PRODUCTS BY AN INSTALLER. USING IMPROPER MAINTANTANCE PRODUCTS, CLEANING METHODS OR TOOLS MAY CAUSE DAMAGE TO FLOOR AND VOID WARRANTIES.

Hawthorne Flooring, Inc. and Floor Bamboo, Inc. reserves its right to change or modify the warranty terms without written notice to customer. A most recent version of the warranty guide can be viewed or downloaded from website www.hawthornefloors.com

This guarantee is warranted by:

**Hawthorne Flooring, Inc.
1133 N Main St.
Mocksville, NC 27028**

**Floor Bamboo, Inc.
209 East 78th St.
Bloomington, MN 55420**