



Solid Bamboo Flooring

Warranty Guide

Duty and Responsibility of Installer and Homeowner

Though the manufacturer conducts meticulous quality tests to ensure the floor planks comply with the established criteria, installers must use discretion when choosing planks, omit certain planks, place them in a less visible area, or cut those with serious defects as needed, regardless of their origin. If installers have doubts about the grade and finish or manufacturing quality and can neither place the planks in a less visible area nor eliminate the imperfection, they should not install them. Planks that have been installed are considered having been accepted by the installer and homeowner.

Any responsibility for failure to strictly follow all installation instructions and recommendations and /or the use of improper materials and tools will be declined by the manufacturer.

Warranty covers solid bamboo flooring only. Labor and labor costs incurred by the buyer are excluded.

Industrial Norm

Dasso solid bamboo flooring planks are made of natural bamboo and, as with all natural materials, certain imperfections may or may not exist. Your purchase is subject to rigorous quality standards and complies with current bamboo industry standards, which stipulate an accepted imperfection rate within 5% of the floor planks. This includes natural imperfections in the bamboo as well as manufacturing and grade selection defects.

Only products with a defect rate above the acceptable 5% level will be replaced.

Warranty will not be applicable for cases of careless installation of product or the poor judgment of installers.

Labor and installation costs will not be covered when the warranty is in practice.

Finish Warranty

The manufacturer warrants that the solid bamboo flooring finish will not wear-through in 15 years from the time of purchase under normal residential traffic. Proper job site pre-inspection, installation and maintenance procedures must be followed. Damages caused by humidity and or by water, are not covered under this warranty. This limited warranty extends only to the original purchaser(s) of this product for as long as they own their home and is not transferable.

Warranty Disclaimers and Exclusions

Color variations are natural due to species, age, character of bamboo and exposure to sunlight. New and replacement planks may not match display samples or existing flooring.

Matching of flooring to other bamboo products such as cabinets, stair railings and moldings is the responsibility of the purchaser.

Naturally occurring bamboo characteristics such as bamboo grain, color, mineral streaks and knots are not considered defects.

Normal exposure to sunlight will result in changes in shades and colors. Variation of shades between covered and uncovered areas is common. This is not a product defect.

Gloss reduction is common due to various reasons.

Solid bamboo flooring must only be used indoors. This warranty will not apply if the flooring is used in any outdoor applications.

Solid bamboo flooring must be properly maintained in accordance with the enclosed maintenance instructions. Any wear-through warranty must not have occurred as a result of improper maintenance,

refinishing or accidents, such as damages caused by scratching, impacting or cutting.

Any attempt to repair the solid bamboo flooring will void this warranty.

This warranty does not apply to water damage caused by flooding, standing water or hydrostatic pressure.

General Disclaimer

This warranty excludes indentations, scratches, stains or damages caused by negligence, fire, water, moisture, excessive heat or excessive dryness, erosion, pebbles, sand or other abrasives, pet, insects, spiked-heel shoes, weather conditions or natural disasters, color variations, naturally occurring bamboo characteristics, failure to follow the written installation and maintenance instructions, improper maintenance, insufficient protection, misuse or improper alterations of the original manufacturer's product.

This warranty does not cover natural product expansion and contraction through time resulting in separation between planks or damage due to exposure to excessive low or high humidity for a long period of time.

This warranty only applies to the purchase through Distributors with legal proof. It does not cover downgraded or discounted purchases.

Any and all representatives, promises, warranties or statements by agents that differ in any manner from these terms of limited warranty shall be void and in no force unless in written form and signed by a duly authorized party.

Limitations on Liability

Consumer exclusive remedy and manufacturer's sole liability on any claim, whether in tort, contract, or breach of warranty, shall be limited to the repair or replacement of the defective goods for the affected area only which are proven to manufacturer's satisfaction to be defective in manufacture or the refund of the applicable purchase price. In no event and for no cause whatsoever, including any breach or default by manufacturer, shall manufacturer have any other liability (including without limitation incidental or consequential damages) or any monetary liability to consumer in excess of the contract price or prices of the pertinent products in question. All charges should be submitted to the Customer Relations Department for evaluation and review.

Customer Relations Department

Warranty Service Line: 404-835-3122