

## Dasso Bamboo Floor

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# Warranty

### **Pre-Installation Warranty:**

Dasso will, at its option, either replace or refund the purchase price of any flooring found to be defective, prior to installation, in excess of the 5% of miss-milled/miss-graded/miss-finished product allowed to be included under Standard Industry Trade Practices.

Dasso will, at its option, either replace or refund, upon return to Dasso, the purchase price of any uninstalled flooring found to be at higher moisture content, when taken from the plastic sealed carton, than the 6 - 9% moisture content Dasso represents the flooring to be produced to.

Note: It is the installer's responsibility to check the moisture content first and deem it acceptable for the site. The installer must also inspect the flooring as it is installed and set aside or crosscut out defects found prior to installation. Once the flooring has been installed, the installer has deemed the flooring acceptable and Dasso assumes no further responsibility for defects visible at the time of installation which have been installed anyway

### **Residential Use Finish Warranty:**

Pre-finished flooring is flooring supplied with a film finish already applied at the Factory. Industry Standards allow up to 5% of the flooring shipped containing milling, handling, grade defects, as well as occasional finish defects.

- Dasso Pre-Installation Warranty, on the preceding page, covers the replacement/refund for any flooring returned to Dasso in excess of 5% of the total flooring shipped with visible defects, including finish defects, prior to installation.
- Dasso warrants to the original purchaser, that for a period of 20 years from the date of purchase that the finish shall not peel or blister from the floor under normal Residential, (as opposed to Commercial), use conditions - see exceptions below.
- Dasso warrants that the finish will not wear through to the bare wood for a period of 20 years from the date of purchase under normal Residential, (as opposed to (Commercial), use conditions – see exceptions below. Note: changes in Gloss level are not considered a defect.

### **Lifetime Structural Warranty:**

Dasso offers a lifetime structural warranty to the original purchaser. This floor will not delaminate under normal use conditions. Please be sure to:

- Follow Dasso's Installation Instructions and do not install this flooring over a wet sub floor as delamination can occur in flooring improperly installed on wet surfaces and void this warranty.
- Follow Dasso's Maintenance Instructions as delamination is possible if you soak the floor from above and void

this warranty.

**Dasso Warranty:**

Dasso neither assumes nor authorizes any other person to assume for it any other obligation in connection with the sale of this product. This writing is the complete and exclusive statement of the warranty, and is in lieu of all other express and/or statutory warranties. Any implied warranties including, but not limited to the implied warranties, merchantability and fitness for a particular purpose are limited in duration to the duration of this express warranty. Some states do not allow limitations on how an implied warranty lasts, so the above limitation may not apply to you. Dasso's obligation under this warranty shall be limited to, at its options, providing replacement of shortages, exchange of defective products, or refund of purchase price for flooring with visible defects returned to Dasso prior to installation. For flooring with delamination and finish defective issues discovered after installation and not visible prior to installation

Dasso, at its option, will either repair or replace the defective flooring and/or refinish the defective finish. Dasso assumes no liability for incidental or consequential damages. However, some states do not allow the exclusion or limitation of incidental or consequential damages, so this exclusion may not apply to you. The sole purpose of the remedy provided herein is the replacement/repair of defective products or refund of purchase price. This remedy shall be the buyer's exclusive remedy, and shall not be deemed to have failed of its essential purpose so long as Dasso is willing to replace/repair such defective goods or refund the purchase price. This warranty does not apply to any product or products designated as seconds, special or nonstandard items. Any product or products so designated are sold "as is". In order to obtain performance of these warranty obligations, the person seeking performance should contact Dasso by letter or telephone: Dasso Industrial Group Co., Ltd, Xinhe village, Linpu Town, Xiaoshan, Hangzhou, Zhejiang, China 311251. Telephone: +86-571-5716-3696, ATTENTION: WARRANTY DEPARTMENT.

**Warranty Exclusions:**

- Claims made on pieces of flooring installed with visible defects as it is the installer's responsibility to set aside pieces with visible defects and not use them. Flooring, once installed, is deemed accepted.
- Claims made on pieces of flooring installed with excessive color/grain variation as it was the installer's responsibility to inspect the flooring prior to installation and install the floor in a random and harmonious mix.
- Color changes in the bamboo as it ages or from exposure to sunlight.
- Variation in the color/graining of the installed floor from showroom samples, as the samples most likely will have aged and changed in color, gaining the patina of a partially or fully aged floor.
- Excessive swelling and/or shrinkage or other movement, such as cupping & delamination, in the flooring caused by a change in the moisture content due to extreme dryness/ humidity on the site which is outside the recommended 35% - 65% relative humidity range to be maintained for this product.
- Excessive swelling, cupping &/or delamination in the flooring caused by an increase of moisture content in the wood from moisture sources below the floor such as a wet sub-floor, or from moisture from above from such sources as spills, excessive wet mopping, pets, etc.
- Insect infestation if it occurs subsequent to the date on which the product passes out of Dasso's control.
- Damage, excessive movement or defects caused by:
  - Improper shipping, handling and/or storage after the product leaves Dasso's possession.
  - Improper preparation or excessive moisture content of the surface on which this product is installed

- Excessive moisture from natural disasters such as flooding, broken pipes, etc., in which case your homeowner insurance company should be contacted.
- Excessive wet mopping or failure to cleanup spills and standing water.
- Improper installation whereby Dasso's Engineered Installation Instructions are not followed.
- Improper application/use including installation over radiant heat which is not covered under Dasso's Warranty.
- Improper maintenance and failure to follow Dasso's Maintenance Instructions.
- Finish Damage & Wear caused by:
  - o Commercial Use.
  - o Abuse /abnormal wear including, pet scratches, indenting from "high heels", dropped or dragged heavy objects, improper maintenance, failure to protect entry & high wear areas with mats, etc. as reviewed in Dasso's Maintenance Instructions.

### **UV PreFinished Flooring Warranty**

Any subsequent site refinish compatibility/ panelization issues, as this is the site installer/refinisher's responsibility to:

Adequately test the finish they propose to use for proper adhesion bond and, To get approved by the end user, the look of the finish they propose to use prior to actually re-finishing the floor

