



## Premium Green™: Nature Strand Woven



Premium Green™ Nature Strand Woven features a lifetime structural guarantee.



Premium Green™ Nature Strand Woven features a 55 year Manufacturing Defect Warranty following the date of sale.



Premium Green™ Nature Strand Woven features a 25 year Finish warranty following the date of the sale. The Finish will not wear completely through under normal residential use and with proper maintenance.

- Regular maintenance as specified by Premium Green™ must be followed to validate this warranty.
- The sole remedy pursuant to this warranty is available to the original purchaser only and shall be limited to the repair, refinishing or board replacement of the defective Premium Green™ Flooring.
- If the product cannot be repaired, refinished or replaced after a reasonable number of attempts, Premium Green™ will upon request, refund the original purchase price of the defective floor on a pro-rated basis.
- Repair or replacement of all or any of the bamboo flooring is at Premium™ discretion and all labor costs will not be covered.
- Any other cost associated with the installation, repair or replacement will be covered under this warranty.
- Any attempt to repair, refinish or replace the defective product prior to inspection by Premium Green™ invalidates this warranty.

### The Flooring warranties do not extend or cover:

- Scratches
- Dents
- Any noticeable markings caused by
  - Improper handling
  - Installation
  - Water damage
  - Flooding
  - Fire
  - Furniture
  - Shoes of all types
  - Pets
  - Insects

## Limitations

### Structural:

- Premium Green™ will not warrant any product that is faulty from installation, neglect, environmental extremes or improper storage.
- The sub floor is the responsibility of the installer.
- Failure of Premium Green™ Flooring relating to the sub floor, in any manner, is not the responsibility of Premium Green™ and is not covered under the warranty.
- Small cracks that develop from improper moisture control, flooding and excessive drying will not be covered under this warranty.
- Expanding and contracting of the bamboo floor is not covered. It is recommended that you maintain a relative humidity of 35% and 50% at room temperature in your home by using a humidifier and/or dehumidifier to minimize movement of your bamboo floor.

### Finish:

- The finish wear surface must be noticeable and cover at least 25% of the total bamboo floor area for a claim to be considered.
- Color variations are a natural occurrence in flooring due to age and exposure to ultraviolet sunlight. Harmful ultraviolet sunlight will over time, fade, and bleach and discolor bamboo flooring.
- Sunlight and UV rays can and will cause the staining, fading, gloss reduction and change color in wood flooring. Therefore, fading and discoloration due to exposure to sunlight and its UV rays are not covered by this warranty.
- Premium Green™ cannot be held responsible for any variations in tone, which may occur on the boards of a same product, and the differences between samples and the products used during the sale process.
- Premium Green™ Strand woven features 8 coats of UV cured finish. To be considered for a claim all 8 coats of finish must be worn completely through to the bamboo material itself. Stairs, landings, intense pivot points, bathrooms and laundry rooms are excluded. Garages, decks and any area not considered climate controlled interior living spaces are excluded. The finish wear surface must be noticeable and cover a minimum of 25% of the total bamboo floor area installed for a claim to be considered.

### Installation Issues:

- Installation over radiant-heating floor systems is not recommended and will void this warranty.
- Responsibility for final inspection and approval falls to the customer and installer prior to permanent installation.
- It is the installer's responsibility to check color, finish and quality before installation.
- If your installer is not satisfied with our flooring prior to installation, then do not install the floor and contact the retailer when the floor was purchased.
- Premium Green™ is not responsible for any costs associated with repairing or replacing boards that were installed with evident defects.

This is the complete warranty and is in lieu of all other expressed and/or statutory warranties. CFS Corporation assumes no liability for incidental or consequential damages. The only remedy provided is the replacement or refund of the defective product. The decision to replace or refund is at the discretion of CFS Corporation. There are specific requirements to obtain replacement or refund of the defective product.

## Premium Green Warranty Exclusions

The patterns and color variations created in a living tree are like all of nature - never repeated. Naturally occurring wood characteristics such as mineral streaks, knots, variations in grain and color, are not considered defects. Your newly installed floor will vary from samples or pictures shown — this variation is not covered by our warranty. Also, species, age, character and exposure to sunlight may keep new or replacement flooring from matching existing flooring or samples. Product thought to be defective by the person doing the installation should be returned to your dealer for inspection and possible replacement **PRIOR TO INSTALLATION**. Installation implies acceptance. No warranty will be offered for appearance-

related claims such as grade or color once the products have been installed. Because hardwood flooring is a natural product, it will expand and contract due to seasonal moisture level changes. The relative humidity in the home must be kept between 35% to 55% to properly maintain the floor. Premium Green™ (CFS Corporation) is not responsible for Hydrostatic, Hygrostatic, or Thermal Dynamics resulting from an improper concrete slab installation. All wood flooring will undergo natural color changes due to the effects of sunlight and/or Ultraviolet light and these changes are not covered by our warranty. Area rugs and other furnishings should be moved occasionally as they block sunlight and may give the appearance of discoloration under the rug. This is not a product defect.

Premium Green™ (CFS Corporation) warranties exclude indentations, scratches, or damages caused by misuse, negligence, accidents, fire, erosion, insects, pets, shoes, pebbles, sand, other abrasives, failure to follow all manufacturer's specific written installation instructions, lack of proper maintenance, insufficient protection of furniture, and misuse or improper alterations of the original manufactured product. Damage due to water and/or moisture, including, but not limited to, damage resulting from broken or leaking pipes, wet mopping, weather conditions or natural disasters, is excluded from Premium Green™ (CFS Corporation) warranties.

Gloss reduction is not considered surface wear therefore it is not covered under this warranty. No warranties apply to cabin, off-grade, or any other products not included in the products specifically outlined in the warranty. Altering the surface of the flooring by sanding or screening voids this warranty and any claims.

This writing is the complete and exclusive statement of the warranty, and is in lieu of all other expressed and/or statutory warranties. Premium Green™ (CFS Corporation) assumes no liability for incidental or consequential damages. However, some states do not allow the exclusion of limitation of incidental or consequential damages, so this exclusion may not apply to you. This warranty gives you specific legal rights and you may have other rights as they vary from state to state.



### **Claims Information**

In the unlikely event that any portion of your Premium Green™ (CFS Corporation) floor should fail with respect to the provisions of the warranties, Premium Green™ (CFS Corporation), at its discretion, to the original purchaser, will provide the appropriate amount of affected square footage of the same product, if available or one of equal value. At the customer's request, a refund for the amount of the defective product in lieu of an exchange is an option. Labor expenses are not covered by this warranty.

To file a claim, contact by letter:

Premium Green™ (CFS Corporation)  
ATTN: Warranty Department  
PO Box 2727  
Suwanee, GA 30024

Claims must be filed within the warranty coverage period with information verifying date of purchase, such as the sales receipt for the flooring. Premium Green™ (CFS Corporation) reserves the right to have it or its representative inspect the floor and remove samples for technical analysis.

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