

# **SOCOC FLOORING**

## **RESIDENTIAL STRAND WOVEN BAMBOO FLOORS WARRANTIES**

### ***50 Years Limited Warranties for Prefinished Strand Woven Bamboo Floors***

#### **Manufacturing Defects**

SOCOC Flooring (“SOCOC”) hereby warrants to the original purchaser (“Buyer”) to SOCOC prefinished strand woven bamboo floors (“SOCOC Strand Woven Bamboo Floors”) to be free from manufacturing defects at the time of purchase and/or before installation. Bamboo is a natural product and may have naturally occurring variations in grain and color, mineral streaks and knots. The Buyer/installer must use reasonable selectivity and hold out or cut off objectionable naturally occurring blemishes prior to installation. Warranties of all products will be voided if installation is done by a non-licensed individual.

#### **How Do I Get Service?**

We want you to be happy with your SOCOC. If you are not, call your retail store. They can answer your questions. If you would like to start a claim, please send your information, sales receipt number and details of your problem to [claim@sococ ltd.com](mailto:claim@sococ ltd.com). SOCOC does not handle any claim in our retail store.

#### **Finish Warranty**

SOCOC hereby warrants to the Buyer that the factory applied finish of the SOCOC Strand Woven Bamboo Floors will not wear through as a result of normal use. The warranty does not cover quality of the pre-finished floors. See product sample or your retailer for duration of this warranty on specific products. Diminished gloss is not considered wear through of the finish. In the event the finish wears through from the SOCOC Strand Woven Bamboo Floors, SOCOC will only replace the affected planks prorated over the remaining life of this warranty (excluding any installation costs and labor).

This warranty is conditioned upon SOCOC’s receipt of notice in writing from the Buyer of the alleged defect prior to expiration of the limited warranty period and evidence that the SOCOC Strand Woven Bamboo Floors is not subject to any of the limitation described below.

## **Jobsite Conditions**

SOCOC recommends that all SOCOC Strand Woven Bamboo Floors be acclimated before installation. The purpose of acclimation is to allow the moisture content of the wood to adjust to “normal living conditions” at the site. These are the temperature and humidity conditions that will typically be experienced once the structure is occupied.

The room temperature must be within a range of 60-80°F, with relative humidity in a range of 40-55%. These environmental conditions are specified as pre-installation requirements and should be maintained for the life of the product. Environmental conditions consistently outside of these parameters could result in product performance problems that would not be covered under these warranties.

## **Limitations on Liability**

In the event SOCOC determines that one or more of the above warranties apply to a claim by Buyer, Buyer’s exclusive remedy and SOCOC’s sole liability on any claim, whether in tort, contract, or breach of warranty, shall be limit to replacement of the same products or products of the same value. SOCOC HEREBY DISCLAIMS ALL OTHER WARRANTIES WHATSOEVER, EXPRESSED OR IMPLIED, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. IN NO EVENT SHALL SOCOC HAVE ANY OTHER LIABILITY OR ANY MONETARY LIABILITY TO BUYER IN EXCESS OF THE PURCHASE PRICE OF THE SOCOC STRAND WOVEN BAMBOO FLOORS. SOCOC EXPRESSLY EXCLUDES AND SHALL NOT BE RESPONSIBLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES OF ANY KIND. If SOCOC shall elect to replace the SOCOC Strand Woven Bamboo Floors which has proven defective, then SOCOC will supply a new SOCOC Strand Woven Bamboo Floors of the same color and grade, if available. If such SOCOC Strand Woven Bamboo Floors is unavailable or discontinued, SOCOC reserves all rights to supply a SOCOC Strand Woven Bamboo Floors of similar value and appearance.

Those limited warranties do not apply to Cabin grade, other downgraded, clearance or discontinued SOCOC Strand Woven Bamboo Floors and any such product(s) are sold “as is”. Any and all representations, promises, warranties or statements by SOCOC or its agents that differ in any manner from the terms of these limited warranties shall be of no force or effect unless in writing, signed by a duly authorized officer of SOCOC.

Any of the following shall void and invalidate the above limited warranties:

**Visible Defects** – Boards with visible defects must not be installed. Visible defects are those defects which are apparent on the face of the flooring and/or on the locking system. Boards with visible defects must be noted by installer and reported within 15

days of purchase and/or before installation so that replacement flooring can be furnished before installation. All cut or installed defective planks are not covered in this warranty.

**Building Settling or Uneven Subfloor** – Building settling or uneven subfloors are considered to be part of the pre-installation inspection process. Do not install the SOCOC Strand Woven Bamboo Floors if these situations exist. SOCOC's limited warranties do not cover damage or defects caused by settling or uneven subfloors.

**Improper Installation** – SOCOC Strand Woven Bamboo Floors must be installed in strict accordance with the National Wood Flooring Association (NWFA) guidelines. Improper installation done in a way that is contrary to SOCOC's written installation instructions can cause problems with a SOCOC Strand Woven Bamboo Floors. SOCOC's limited warranties do not cover damage or defects caused by improper installation.

**Non-Traditional Installations** – For example, intricate patterns, installations on walls or ceilings and usages for purposes other than flooring (like furniture or countertops) void this warranty.

**Improper Maintenance or Inadequate Care** – Your SOCOC Strand Woven Bamboo Floors requires maintenance. These limited warranties do not cover damage or defects caused by improper maintenance or inadequate care.

**Refinishing** – While the factory finish of the SOCOC Strand Woven Bamboo Floors may be refinished, doing so will void the Finish warranty.

**Accidents, Abuse or Abnormal Wear** – SOCOC does not warrant for damage or defects resulting from accidents, abuses, or abnormal usage which stain or scratch the finish, diminish gloss, or indent the surface of the SOCOC Strand Woven Bamboo Floors. SOCOC's limited warranties also do not cover damage or defects caused by heavy or concentrated foot traffic, damage by pet claws (nails), or failure to protect the SOCOC Strand Woven Bamboo Floor from sand, gravel or other abrasives by use of walk off mats.

**Indentations from High Heels on Shoes** – A high heel can concentrate as much as 2,000 pounds per square inch on the floor. This type of heel has a diameter of approximately 3/8", and walking on any wood surface with high heels is considered an abusive situation. SOCOC's limited warranties do not cover damage or defects caused by high heels, shoes in need of repair, or golf cleats.

**Problems with Moisture or Dryness** – SOCOC's limited warranties do not cover moisture problems; nor damage or defects caused by wetting or the presence of

excessive moisture, or by conditions which are too dry. Flooding, acts of God, plumbing accidents, leaking appliances (icemakers, dishwashers, clothes washers, etc.) are not covered by this warranty.

**Excessive Lighting** – SOCOC’s limited warranties do not cover damage or defects, including, but not limited to, color change caused by excessive sunlight or intense lighting. Window treatments will usually provide adequate protection against excessive sunlight or intense lighting. Additionally, due to the effects of excessive sunlight or intense lighting, new and/or replacement SOCOC Strand Woven Bamboo Floors may not match display samples and/or existing flooring.

**Difference from Samples** – SOCOC’s limited warranties do not cover the differences that can be seen between color sample and color of installed floors. Please approve the color of the actual SOCOC Strand Woven Bamboo Floors prior to installation.

**Special, Indirect or Consequential Damages** – Losses, damages or expenses relating to anything other than the floor itself are not covered. For example, personal damages/costs that may arise while pursuing a quality issue, such as missed time from work, hotel stays, storage fees, kennel costs for pets, etc., are not covered. Further, costs relating to the removal of defective flooring or installation of replacement flooring are not covered under the warranty. Countertops, cabinets, built-in appliances or other fixtures should not be installed on top of your floor and the cost of the removal or replacement of these items is not covered.

**Transferability** – These warranties apply only to the original Buyer and to the SOCOC Strand Woven Bamboo Floor in its original installation. These warranties are not transferable.

**Your Obligation to SOCOC** – As the Buyer of our SOCOC Strand Woven Bamboo Floors, you agree to follow all installation, care and maintenance directions as related to the SOCOC Strand Woven Bamboo Floors. You also agree to allow SOCOC an opportunity to repair any claimed defects. SOCOC must be given the opportunity to inspect the flooring installation prior to any removal or repair that will be submitted for warranty coverage. The original proof of purchase must be supplied along with a warranty claim submission.

Warranty Revised Version January, 2010.