



LIMITED RESIDENTIAL WARRANTIES

PRE-INSTALLATION WARRANTY

Hestia Floors, Inc. warrants all first quality solid strand woven bamboo and engineered strand woven bamboo floors with a Eucalyptus cross banded core. If you or the installer have any issues with defects in the material, color variation, milling, dimension or grading – DO NOT install the floor.

What will Hestia Floors, Inc. do?

Simply return the un-installed and un-cut planks for replacement. Boards with noticeable defects should not be used. Installing the floor constitutes acceptance. All concerns about product quality must be addressed before the floor is installed.

LIMITED LIFETIME STRUCTURAL WARRANTY

Hestia Floors, Inc. warrants that all first quality engineered bamboo floors with a Eucalyptus cross banded core will not delaminate when properly installed and maintained according to the Hestia Floors, Inc. installation and maintenance guidelines. The warranty only covers first quality engineered bamboo flooring.

What will Hestia Floors, Inc. do?

In the event that the plies should delaminate due to glue bond failure under normal environmental conditions, Hestia Floors, Inc., at our option, will supply material and pay reasonable labor to replace the defective plank or planks. This warranty is a limited lifetime warranty for all first-quality Hestia Floors, Inc. engineered bamboo floors. Solid strand bamboo and products with a HDF core are excluded.

LIMITED RESIDENTIAL FINISH WEAR WARRANTY

The factory applied UV cured finish on our bamboo floors offers superior durability and wear resistance. Hestia Floors, Inc. warrants that under normal residential foot traffic, the finish will not wear through during the length of the warranty (20 years on the 1/2" engineered, 30 years on the 9/16" engineered and solid strand floors and 3 years on the value floor with a HDF core), providing that Hestia Floors, Inc. maintenance guidelines are strictly followed. The finish warranty only covers first quality Hestia Floors, Inc..

What will Hestia Floors, Inc. do?

In the event that the finish wears through or peels off of the hardwood flooring, Hestia Floors, Inc., at our option, either replace the affected plank or recoat the affected area.

NOTE: This limited warranty extends only for defects that cover at least 10% of the surface area of the installed flooring. Gloss reduction, discoloration, scratches, and dents in the finish are not considered surface wear and are not covered under this warranty.

WHO IS COVERED UNDER THE HESTIA FLOORS, INC. LIMITED WARRANTIES?

Hestia Floors, Inc. limited warranties apply to you only if you are the original purchaser of any Hestia Floors, Inc., have fully paid for your bamboo floor, and have purchased the bamboo floor for your own



LIMITED WARRANTIES:

personal residential use. These warranties ARE NON-TRANSFERABLE and DO NOT apply to nonresidential, rental, or commercial installations. (See Commercial Warranties)

WARRANTY PROCESS

During the warranty period, should you have any problems with your Hestia Bamboo Floor, please contact the retailer/contractor who sold you the product within 30 days from the date the problem occurs.

NOTE that the retailer/contractor is not authorized to make any decisions regarding warranty coverage or any resolutions. You must go to the retailer to start the claim process.

NOTE ALSO that Hestia Floors, Inc. must be given the opportunity to inspect the floor prior to the determination of any resolution.

If your floor was professionally installed, Hestia Floors, Inc. will pay the reasonable labor costs to perform the repair.

In the event that the style installed in the home is no longer available, Hestia Floors, Inc. will authorize your retailer to replace the affected floor with another style of equal value.

The above described remedies are the purchaser's sole and exclusive remedies for claim under the Hestia Floors, Inc. Limited Warranties.

WARRANTY EXCLUSIONS

Bamboo is a natural product containing natural variations in color and graining. Hestia Floors, Inc. CANNOT warrant against natural variations in color or any other variations, such as streaks, small voids, and strand variations from plank to plank. Hestia Floors, Inc. CANNOT warrant against natural variations or gloss level between samples, display floors and other installed flooring. Any sample or display floor that is used by your seller is for demonstrative purposes only, and such sample or display floor DOES NOT create a warranty of any kind that the goods you purchased shall conform thereto.

Damages that are caused by improper acclimation, storage, handling, or environmental issues ARE NOT covered by these warranties. Pre-finished bamboo floors should be installed after the HVAC has been running for 14 days and all painting and wet work has been completed. The relative humidity should be kept between 35% and 55%. Properly installed bamboo floors may consequently experience some separation between boards at different times during the year. If such separations occur, they ARE NOT covered by this warranty. The temperature should be kept between 65° and 75°F. Flooring should not be installed over radiant heat system reaching over 80° F.

Improper preparation or structural deficiencies in the subfloor or floor joist system, including but not limited to excessive floor deflection, uneven or irregular subfloor surface or voids in the subfloor, ARE NOT covered under these warranties. Make sure that the subfloor is within structural and installation guideline requirements.

Failures using other manufacturers' products, including but not limited to subfloor material, fasteners, leveling compound, patching compound, adhesives, moldings and other floor coverings are not covered by these limited warranties. Hestia Floors, Inc. WILL NOT be held responsible for any damage caused to your bamboo flooring by other manufacturers' products.

Damages caused by improper installation ARE NOT covered by the limited warranties. The floor must be installed according to the Hestia Floors, Inc. installation guidelines. Detailed installation instructions



LIMITED WARRANTIES:

are available on the Hestia Floors, Inc. website (www.hestiafloors.com) or by calling Hestia Floors, Inc. at 469-606-5181.

Other items NOT COVERED under the limited warranties include damage caused by: damage to the floor during construction; abuse to the surface of the flooring; use of non-recommended nailers, staplers, or adhesives; end or side gapping due to mastic memory or improper seating of planks during installation or climate change; squeaking, popping, or crackling by any cause.

Cabinets and other built-in appliances should be installed PRIOR to the installation of the bamboo flooring. They SHOULD NOT be installed on top of the bamboo flooring.

Damage caused by improper maintenance (See Hestia Floors, Inc. Maintenance Guidelines). Recommended maintenance guidelines must be followed. The maintenance guidelines can be found on the Hestia Floors, Inc. website (www.hestisfloors.com) or by calling Hestia Floors, Inc. at 469-606-5181. Damage caused by wet or damp mopping your floor with water or other substances IS NOT covered by these limited warranties. In addition, the following ARE NOT covered under these limited warranties: use of hard floor cleaning machines; steam cleaners; use of non-recommended maintenance and floor care products, including but not limited to oil soaps, liquid, or paste wax products, other household cleaners that contain lemon, orange, or tung oils; neglect or abuse of the hardwood floor, including but not limited to not taking proper precautions to protect furniture legs and feet with protective pads to reduce scratches and dents; not using dollies and protective plywood when moving heavy objects; furniture or appliances having dirty or improperly operating casters; spiked and/or damaged heels; pet claws and scratches; falling or dropped objects which can dent or fracture the flooring and finish; and dents or scratches in the flooring caused by furniture, appliances, casters, pivot areas or normal foot traffic. Damage to the flooring such as dents, scratches, or dulling of the finish IS NOT covered. Normal wearing of the finish in high-traffic areas, pivot points, and seating areas ARE NOT covered.

Damage caused by an improper environment. Hestia Floors, Inc. bamboo floors ARE NOT warranted against damage caused by manmade or natural disasters, including but not limited to leaks, broken water pipes, landscape watering or irrigation, fire, flood, earthquake, insect infestation, moisture infiltration from side walls or subfloor (or from any source), or standing water during or after construction. High humidity (above 55%) for an extended period of time may cause cracks, cupping, crowning and/or buckling. Low humidity (below 35% for an extended period of time may cause cupping, gaps, and cracks in the surface. The use of a humidifier/dehumidifier may be necessary to maintain the proper humidity level between 35%-55%.

Additional applied finishes (finishes applied by the owner or installer) to the factory applied finish VOIDS the Residential Finish Wear Warranty.

The sun and certain types of lights have UV rays that cause the aging of all natural products and therefore can cause the flooring to fade and/or discolor. This includes any showroom samples or display floors. Fading or discoloration due to exposure to sunlight and its UV rays ARE NOT covered by these warranties. Any custom staining and/or finishing of interior millwork and/or cabinets should be done using the coloration of the actual floor to be installed, not a showroom sample.

The Hestia Floors, Inc. limited warranties only apply to first quality material. Cabin grade and close outs ARE NOT included in the limited warranties.



LIMITED WARRANTIES:

HESTIA FLOORS, INC., NOR ITS SUPPLIERS ASSUMES NO LIABILITY FOR LOSS OF THE USE OR ANY OTHER INCIDENTAL OR CONSEQUENTIAL COSTS, EXPENSE OR DAMAGES INCURRED BY THE PURCHASER, END USER OR BY ANY OTHER PERSON OR PERSONS. THE REMEDIES AS DESCRIBED IN THESE WARRANTIES ARE THE SOLE AND EXCLUSIVE REMEDIES AVAILABLE TO YOU FOR ANY BREACH BY HESTIA FLOORS, INC. OF THE EXPRESSED AND IMPLIED WARRANTIES ARISING FROM THIS SALE. THESE WARRANTIES EXCLUDE CONSEQUENTIAL AND INCIDENTAL DAMAGES, INCLUDING BUT NOT LIMITED TO REMOVAL OR DAMAGE TO MOLDINGS, CABINETS, BUILT-IN APPLIANCES, CARPETING, DRYWALL, WALLPAPER, PAINT, CLEANING, HOTEL COSTS, AND ALL RELOCATION COSTS ASSOCIATED WITH ANY REPAIR OR REPLACEMENT OF THE FLOORING. YOU UNDERSTAND AND AGREE THAT ALL INCIDENTAL AND CONSEQUENTIAL DAMAGES ARE SOLELY YOUR RESPONSIBILITY AND ARE EXCLUDED AS A POTENTIAL REMEDY FOR ANY BREACH BY HESTIA FLOORS, INC. OF THE EXPRESSED AND IMPLIED WARRANTIES ARISING FROM THIS SALE. SOME STATES DO NOT ALLOW LIMITATIONS ON THE AVAILABLE REMEDIES, OR THE LENGTH OF AN IMPLIED WARRANTY OR THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU. THESE WARRANTIES GIVE YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY HAVE OTHER RIGHTS THAT VARY FROM STATE TO STATE. UNLESS A STATEMENT MADE IN THIS DOCUMENT IS SPECIFICALLY IDENTIFIED AS A WARRANTY, ANY OTHER STATEMENTS MADE HEREIN, OR BY YOUR SELLER, ARE NOT WARRANTIES AND ARE NOT A PART OF THE BASIS OF THE BARGAIN FOR THE SALE OF THE BAMBOO FLOORS. ANY AND ALL WARRANTIES, EXCEPT THOSE LIMITED WARRANTIES PROVIDED HEREIN, ARE SPECIFICALLY DISCLAIMED AND EXCLUDED. THIS AGREEMENT SHALL BE GOVERNED BY AND CONSTRUED IN ACCORDANCE WITH THE LAWS OF THE STATE OF TEXAS AND ANY APPLICABLE FEDERAL LAWS OF THE UNITED STATES OF AMERICA. ANY ACTION BROUGHT SEEKING THE RESOLUTION OF ANY CONTROVERSY ARISING OUT OF OR RELATING TO ANY WARRANTIES REFERENCED HEREIN SHALL BE BROUGHT IN THE COURTS OF THE STATE OF TEXAS.

If you believe that there is a defect in your hard surface product that is covered by one of the Hestia Floors, Inc. warranties, you must notify the Hestia Floors, Inc. retailer where you purchased your floor. Your retailer will be able to file the claim with Hestia Floors, Inc. for you. If you are unable to contact your retailer or do not receive satisfaction, write to:

Hestia Floors, Inc.
11220 Grader Street Suite 300
Dallas, TX 75238

Or call – 469.606.5181

Be sure to include a full description of the problem, photos if available, and proof of purchase showing square footage purchased and the price paid for the floor.



LIMITED WARRANTIES:

Please register your new Hestia Floors, Inc.:

Customer Name

Home Address

City, State & Zip Code

Product Code and/or Name

Rooms Installed

Square Footage

Date Purchased

Purchased From

Professionally Installed Self-Installed

Name of Installer

Installer phone number

Comments

Thank you for purchasing your Hestia Bamboo floor!