

RESIDENTIAL WARRANTY

STRAVAGANZA Flooring is a natural, unique product, characterized by variations in tone and dimensions of the grains. These variations do not constitute flaws before forming part of the natural, unique beauty of the wood floor. These variations occur in the specific nature of the wood are normal and stress the natural beauty of the places where the floor is installed.

STRAVAGANZA Flooring provides a 25-year residential warranty. All flooring products should follow STRAVAGANZA installation guidelines and care & maintenance procedures.

STRAVAGANZA warrants all defects caused by milling and finishing. Any damages caused by improper installation, storage and transportation are not covered. STRAVAGANZA warrants defects over 5% of the original purchase order and will cover all costs to replace/repair these defects, excluding the storage, transportation and installation charges.

Bona Lifetime Support

STRAVAGANZA and Bona are committed to provide lasting results to all of our customers.

This is the reason why Bona offers a Lifetime Support warranty. It ensures the necessary support to preserve a perfect surface, throughout the life of a wood floor, anywhere in the world. This warranty is exclusive of Bona. Our global service is a way to share our experience and expertise in the treatment and maintenance of wood floors worldwide.



STRAVAGANZA Flooring Warranty Exclusions

- Installation of the product in humid or drainage areas, bathrooms, or in open air.
- Cuts, damages caused by impacts, negligence, water, sand and misuse of the product.
- Change of color of the product caused by sun exposure
- Mold and the alteration to color owing to excess humidity of the place of installation
- The difference in color and/or grain between the samples and the product acquired.
- Visible defects at the time of the installation of the product detected by the installer and not communicated to STRAVAGANZA .

Milling Defects

Standard trade allows up to 7-10% of the entire purchase order to contain milling defects. It is always recommended to order between 7-10% more material than needed. Some pieces may have occasional knots or defects. Simply cut that section off and use the remaining section to start or finish a row. During installation, if your installer notices there is more than 10% of

defective material, please have them stop the installation process and DO NOT install the defective material. STRAVAGANZA will not be responsible for any obvious defects installed.

Natural Faults

Wood is a natural product that, with the increase and decrease in humidity, expands and contracts. This may lead to appearance deformations such as cracking and gapping, in the more humid months. The humidity level of the residences and commercial establishments deriving from the use of acclimatizing appliances may bring about major thermal shocks and changes meaning that preventive measures must be taken for more humid periods.

Color Variation

All STRAVAGANZA Flooring products are natural materials. There are no two trees that are identical; therefore, there are no two flooring pieces that will be the same color. Samples received may be different significantly different when compared to the material received.