

ARC Bamboo Uniclic Floors

Lifetime Structural Warranty

Arc Bamboo is sold with a Lifetime Structural Warranty that covers warping or twisting of any board for the life of the floor, in accordance with the conditions below. Warping and twisting refers to a board unevenly moving from adjacent boards. These terms do not refer to cupping or doming. Of course, boards that are visibly faulty or deemed inappropriate prior to installation should not be installed and are therefore not covered by this or any other warranty.

25 Year Residential Wear Warranty

ARC Bamboo is sold with a 25 Year Residential Wear Warranty covering wear through of the coated surface (to bare bamboo) in accordance with the conditions listed below. A minimum of 5% of the floor area must have worn through to bare bamboo to evoke this warranty. It is important to note that Care and Maintenance Instructions must be strictly followed at all times.

Who is covered?

The original purchaser is covered from the date of purchase. In the case that a builder or developer purchases the flooring, the occupant of the residential home 12 months after purchase of the flooring will be entitled to cover under this warranty.

What is not covered?

- Wear that may be associated with water or liquid damage from any source, moisture ingress from any source into the board.
- Scratches, stains or indentations of any type.
- Wear that may be associated with improper installation or improper maintenance procedures.
- The instance of surface checking (fine surface splits), colour variation between boards or irregular nodes are considered a natural part of bamboo flooring and are therefore excluded from this warranty.
- Damage, intentional or accidental, caused by abuse, misuse, stiletto heels, dragged objects, heavy furniture, sand, stones, castor wheels, dropped items etc.
- Labour charges associated with any rectification work. In some cases, reasonable labour costs may be considered, at the sole discretion of Premium Floors.
- Any costs associated with any rectification work required other than the supply of new flooring and scotia beading if necessary. Re-painting, removal of fixtures or furniture, accommodation and any other costs are specifically excluded from this warranty.

How to evoke a claim?

Only duly authorised representatives of the manufacturer / distributor can authorise a claim. If a claim is authorised, affected boards will be replaced or repaired at the sole discretion of the authorised distributors' representative. In either event, new boards from the current batch will be supplied to replace or repair boards. This warranty is in addition to, and has no impact on, statutory rights of any purchaser. Claims must be lodged by contacting the retailer from where the flooring was purchased within 15 days of the problem being noticed.