

## Limited Warranty - URBANE Bamboo Solid Wood Flooring

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This warranty applies to Urbane bamboo flooring from Adwinma Limited installed in Residential buildings.

We want you to be happy and confident in your investment. Our high standards in manufacturing and customer service mean that we can provide you with a warranty that can give you the assurances you need.

### Warranties

**Twenty-Five Year Structural Warranty.** Adwinma warrants that the residential flooring sold under this Warranty is, at the time of sale, free from defects in material and manufacture. Adwinma further warrants that when installed according to Adwinma specifications and when maintained according to Adwinma instructions and used for its intended purpose, the Flooring will not delaminate, separate, buckle or cup as a result of a manufacturing defect for twenty-five (25) years from the date of sale (the "Structural Warranty Period").

The Adwinma installation instructions **MUST** be followed as a condition for these Warranties to have effect. You may obtain these instructions from your local distributor or directly from Adwinma by downloading or printing them from the Adwinma website, by calling or faxing the numbers below, or by sending an email request to [info@adwinma.co.uk](mailto:info@adwinma.co.uk). These Warranties do not cover damage or defects resulting from or in any way attributable to:

1. Improper storage, handling or installation of the Flooring (including improper installation of joists and subflooring or improper surface preparation);
2. Abuse, lack of maintenance, neglect, abnormal use or misuse, negligence, application of solvents, corrosives or other chemicals to the Flooring, colour change, fading or damage due to exposure to the sun, excessive pivot and point-loads, spike-heeled shoes, unpadding furniture feet, water, damage from sand, pebbles or other abrasives or other unintended uses;
3. Insect infestation after delivery of goods from Adwinma;
4. Stains and finishes;
5. Improper alterations of original manufactured product;
6. Moisture problems (including subfloor moisture, leaks, rain, wet mopping, etc.) or excessive dryness or heat;
7. Settlement or movement of the structure to which the Flooring is attached;
8. Natural events such as hurricanes, tornadoes, earthquakes, and floods; or acts of god.
9. Variations in colour, grain and markings that exist in the Flooring when new (such variation in bamboo is a natural occurrence, so that Flooring may not match display samples) or that develop over time because of varying exposure to sunlight or UV light; or
10. Installation over radiant floor heating with a surface temperature in excess of 85°F; or
11. Installation of Flooring with visible defects.

This Warranty extends to the buyer and to the owner of the first structure in which the Flooring is installed during the Warranty Period.

This warranty does not effect your statutory rights.

### What We'll Provide if the Flooring is Non-Conforming.

If during the applicable Warranty Period, the Flooring does not conform to the preceding Warranties, the owner of the Flooring shall notify Adwinma as provided below, and within a reasonable time Adwinma will provide, at its option, one of the following: (1) refund of the purchase price for any nonconforming planks that have not been installed, or (2) refund of the percentage of the purchase price for the non-conforming planks equal to the percentage of the Warranty Period remaining when Adwinma is notified of the nonconformity, or (3) provide replacement planks for non-conforming planks. Adwinma will not be in a position to fit any replacement planks.

THESE REMEDIES SHALL BE THE EXCLUSIVE AND SOLE REMEDIES FOR ANY BREACH OF WARRANTY.

If the Flooring does not conform to the Warranty, the owner of the Flooring must notify Adwinma in writing at the address below within thirty (30) days after discovering the nonconformity. The notice must describe the location and nature of the nonconformity. The owner must give Adwinma a reasonable opportunity to examine the claimed nonconformity before undertaking any repairs, removal or replacement. The owner must present the original invoice, bill or other proof of the date of purchase. Compliance with the requirements of this paragraph is a condition to coverage under the Warranty: if these requirements are not complied with, Adwinma will have no obligation to remedy any nonconformities.

### Exclusion of Incidental and Consequential Damages.

IN NO EVENT SHALL ADWINMA BE LIABLE FOR ANY INCIDENTAL, SPECIAL, INDIRECT OR CONSEQUENTIAL DAMAGES, WHETHER RESULTING FROM NONDELIVERY OR FROM THE USE, MISUSE OR INABILITY TO USE THE PRODUCT OR FROM DEFECTS IN THE PRODUCT OR FROM ADWINMA'S OWN NEGLIGENCE.

Adwinma Limited

2, 23 Grove Park Road, London, W4 3RT, UK Tel: 020 8630 9135 Fax: 020 86309888

Email: [info@urbaneliving.co.uk](mailto:info@urbaneliving.co.uk)

Registered No: 05011542 Vat No: 855 5170 15