

Holton Warranty

Holton Flooring is guaranteed for 25 years, following the date of sale to the original consumer purchaser for residential applications. The guarantee is limited to manufacturing and structural defects. Finish will not wear through under normal residential use and with proper maintenance.

Regular maintenance as specified by Holton must be followed to validate this warranty. The sole remedy pursuant to this warranty is available to the original purchaser only and shall be limited to the repair, refinishing or board replacement of the defective Holton flooring. If the product cannot be repaired, refinished or replaced after a reasonable number of attempts, Holton will upon request, refund the original purchase price of the defective floor on a pro-rated basis. Repair or replacement of all or any of the bamboo flooring is at the discretion of Holton and all labor costs will not be covered. Any other cost associated with the installation, repair or replacement will be covered under this warranty. Any attempt to repair, refinish or replace the defective product prior to inspection by Holton will invalidate this warranty.

The flooring warranties do not extend or cover scratches, dents or any noticeable markings caused by improper handling, installation, water damage, flooding, fire, furniture, shoes of all types, pets or insects. Holton will not warrant any product that is faulty from installation, neglect, environmental extremes or improper storage. The sub floor is the responsibility of the installer. Failure of Holton flooring relating to the sub floor, in any manner, is not the responsibility of Holton and is not covered under the warranty. The finish wear surface must be noticeable and cover at least 25% of the total bamboo floor area for a claim to be considered. Small cracks that develop from improper moisture control, flooding and excessive drying will not be covered under this warranty. Expanding and contracting of the bamboo floor is not covered. It is recommended that you maintain a relative humidity of 35% and 50% at room temperature in your home by using a humidifier and/or dehumidifier to minimize movement of your bamboo floor. Color variations are a natural occurrence in flooring due to age and exposure to ultraviolet sunlight. Harmful ultraviolet sunlight will over time, fade, bleach, and discolor bamboo flooring. Holton cannot be held responsible for any variations in tone, which may occur on the boards of a same product, and the differences between samples and the products used during the sale process. Sunlight and UV rays can and will cause the staining, fading, gloss reduction and change color in

wood flooring. Therefore, fading and discoloration due to exposure to sunlight and its UV rays are not covered by this warranty.

Installation over radiant-heating floor systems is not recommended and will void this warranty. Responsibility for final inspection and approval falls to the customer and installer prior to permanent installation. It is the installer's responsibility to check color, finish and quality before installation. If your installer is not satisfied with our flooring prior to installation, then do not install the floor. Contact the retailer where the floor was purchased. Holton is not responsible for any costs associated with repairing or replacing boards that were installed with evident defects.

This is the complete warranty and is in lieu of all other expressed and/or statutory warranties. Holton assumes no liability for incidental or consequential damages. The only remedy provided is the replacement or refund of the defective product. The decision to replace or refund is at the discretion of **Holton Bamboo**. There are specific requirements to obtain replacement or refund of the defective product.

Responsibility for final inspection and approval falls to the customer and installer prior to permanent installation. It is the installer's responsibility to check color, finish and quality before installation. If your installer is not satisfied with our flooring prior to installation, then do not install the floor and contact us right away. We are not responsible for any costs associated with repairing or replacing boards that were installed with evident defects.