



Aluminium Oxide Finish

LIMITED 25 YEAR WARRANTY

This warranty is with K&M Bamboo Products who owns and imports the Silkroad® brand of bamboo flooring. The Silkroad line is imported, high quality bamboo plank flooring from Asia. Silkroad Bamboo Flooring is manufactured in accordance with Canadian industry and government standards. This warranty applies to products purchased and installed in Canada and the United States of America after Jan. 1, 2006.

1. PRODUCT STRUCTURAL WARRANTY

The manufacturer warrants Silkroad bamboo plank flooring to be free of excessive defects in manufacture and materials for twenty-five (25) years provided all Silkroad Installation Instruction and Silkroad Care & Maintenance guidelines are followed. This warranty applies only under conditions of "normal residential use" to the original purchaser and is not transferable.

2. PRE-FINISH WARRANTY

This warranty covers Silkroad pre-finished bamboo planks as supplied by the manufacturer. K & M warrants that the finish on your Silkroad bamboo flooring product will not wear through for twenty-five (25) years under "normal residential traffic" conditions provided that all preventative maintenance operations were followed and the same has not been subject to accident, misuse, abuse, or neglect.

3. LIMITATIONS

- a) This warranty does not include the following:
 - (i) Products sold other than first quality, such as seconds, economy, tavern or "as is"
 - (ii) Reduction in gloss
 - (iii) Bamboo is a natural material; as a result, colours and textures may vary
 - (iv) Variations in colour shading and embossing between the products sold and illustrations or samples and in case of contract/custom order, manufacturing variations including colour match from different production lots
 - (v) Discoloration or damage caused by external sources, including flooding, pipe leaking, heat and direct sunlight
- b) The workmanship of the installation is the responsibility of the installer and client and is not warranted under this warranty. This warranty does not include:
 - (i) Products mishandled, abused or misused or improperly stored
 - (ii) Floor installations using installation methods other than those recommended in K & M's "Pre-finished Bamboo Flooring Installation Instructions" manual.
 - (iii) Products damaged in transit or by any other means
 - (iv) Products cut or installed with obvious visible defects
 - (v) Irregularities caused by underlayment or subfloor
 - (vi) Failure of adhesive products used to glue flooring to subfloor
 - (vii) Any problems resulting from water damage from floods, leaking pipes, or excessive moisture contributions from the subfloor or other sources are not covered by this warranty. It is your responsibility to inspect and ensure that there are no moisture problems.
- c) K & M will not be liable for any defects in the bamboo flooring caused by: settlement; movement; cracking; failure of the walls or foundation; failure of the materials used as the subflooring; insects; failure or defects caused by dragging heavy items (i.e. furniture, appliances) over the flooring or scratching by sharp objects (abrasives, spiked heel shoes); or improper or lack of maintenance, including the use of detergents, furniture, dusting, sprays or any other cleaning and maintenance products.
- d) Any attempt to repair or replace any defective product prior to examination by the manufacturer will void this warranty. The manufacturer reserves the right to remove such materials as is necessary to determine the nature of the defect.
- e) Radiant Floor Heating Systems: only specially designated Silkroad flooring products will be warranted over radiant floor heating systems. These documents must be followed for this warranty to be valid: a) Silkroad Radiant Floor Heating Guidelines; b) Silkroad Installation Instructions; c) Silkroad Care & Maintenance Guide.
- f) Click-together Floating Floors: all guidelines must be followed from the Silkroad Click Floating Installation Instructions for this warranty to be valid.
- g) K & M will not be responsible for failing or performing any of its obligations under this warranty if such obligations cannot be performed because of a circumstance beyond the control of K & M. For example, K & M will not be required to perform if it is prevented by unavailability of replacement of the product, strikes, lockouts or other labour disturbances, governmental order or restriction, war, riot, looting, fire or flood.
- h) The liability under this warranty is strictly limited to its obligations to provide the materials expressly provided for under this warranty. K & M shall not be liable for any personal injury or death or any damage to real or personal property, however caused.
- i) This warranty contains the entire obligations between the purchaser and K & M regarding the subject matter of this warranty. No oral or written representation(s), side agreement(s), or warranties other than those set out in this warranty are given.

4. CLAIM NOTIFICATION

The original purchaser must notify the manufacturer or their agents in writing, within thirty (30) days of discovering the problem. Claims must also be filed within the warranty coverage period. A copy of the original invoice or receipt is required. Claims must include a description of the problem, a copy of the dealer invoice to establish the date and cost.

5. LIMITATION OF LIABILITY

No products are to be returned without written authority from K & M.

- a.) In the event of a breach of warranty claim, K & M, reserves the right to examine the floor and remove samples in order to determine the appropriate course to follow. Any attempt to repair, refinish, or replace any defective product prior to such examination will void this warranty.
- b.) The liability of K & M under these warranties shall in any event be limited to supplying new bamboo flooring material. If a claim is accepted, K & M will at its own option decide to:
 - (i) Arrange for repair or replacement of defective flooring;
 - (ii) Refund;
 - (iii) Or if the same product, design and colour, is not available, K & M reserves the right to supply an equivalent K & M bamboo product.

These options are exclusive of any and all incidental expenses including labour costs.
- c.) The original purchaser will be responsible to pay the cost (including any mileage charges) for any services, which are requested by the original purchaser and provided by K & M (or it's authorised agent) whenever K & M determines that:
 - (i) There are defects below the industry standard of acceptable defects (5%);
 - (ii) Any defect in the product was due to a cause other than defect in material or workmanship; or
 - (iii) For any other reason the requested service is not covered by the terms of this warranty

IMPORTANT: IN ORDER TO VALIDATE YOUR WARRANTY, YOU ARE REQUIRED TO COMPLETE THE WARRANTY REGISTRATION FORM AND RETURN IT IN THE ATTACHED ENVELOPE TO K & M BAMBOO PRODUCTS INC. WITHIN 30 DAYS OF PURCHASE.

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#SRS1003

WARRANTY REGISTRATION FORM

#SRS1003

Customer Name: _____ Telephone: (____) _____

Address: _____

City: _____ Province: _____ Postal Code: _____

Product Description : _____ Quantity Purchased: _____

(lamination direction, colour, product name etc.) _____

Installation Location(s): _____

Retail Dealer: _____