



## **Warranty**

**Avant Garde Collection with *Greenshield***  
**Timeless Collection with *Greenshield***  
**Classic Collection with *Greenshield***  
**Eco-Nomical Series with *Greenshield***  
**Metro Collection with *Greenshield***

### **Lifetime Structural Warranty**

WE Cork warrants, to the original purchaser, that its products, in their original manufactured condition, to be free from manufacturing defects in milling, dimensions, and grade for the lifetime of the floor. Structural integrity does not cover normal expansion and contraction that cork floors may experience between boards at different times of the year. If minor separations do occur, they are not covered by this warranty. Cupping or crowning due to excessive moisture or humidity is not covered by this warranty.

### **Wear Layer Warranty\***

WE Cork warrants, to the original purchaser, that its surface wear layer will not wear through or separate from the wood for 20 full years for residential use (5 year limited commercial use\*\*), from the original date of purchase, on all products pre-finished with Greenshield in the Classic Collection, Avant Garde Collection, Timeless Collection, Metro Collection and Eco-Nomical Series when used in normal residential traffic conditions.

WE Cork recommends using BonaKemi wood floor products or equivalent there of. The use of other products not formulated for wax or urethane finished wood floors may damage your floor and void the warranty.

### **WE CORK WARRANTY EXCLUSIONS**

The patterns and color variation created in a living tree are like that of nature – never repeated. Naturally occurring wood characteristics such as mineral streaks, and variations in grain and color, are not considered defects. Your newly installed floors will vary from samples or pictures shown, this variation is not covered by our warranty. Also, age, character and exposure to sunlight may keep new or replacement flooring from matching existing flooring samples. Because cork flooring is a natural product, it may lighten due to the effects of sunlight and/or Ultraviolet light and these changes are not covered by our warranty. Area rugs should be moved occasionally as they block sunlight and may give the appearance of discoloring under the rug. This is not a product defect.

WE Cork warranties exclude indentations, scratches, or damages caused by misuse, negligence, accidents, fire, erosion, pets, spiked heel shoes, pebbles, sand, other abrasives, failure to follow all manufacturer's specific written installation instructions, lack of proper maintenance, insufficient protection on furniture, and misuse or improper alterations of the original manufactured product. Damage due to water and/or moisture, including, but not limited to damage resulting from

broken or leaking pipes, wet mopping, weather conditions or natural disasters, is excluded from WE Cork warranties.

Gloss reduction is not considered surface wear; therefore it is not covered under this warranty.

This writing is the complete and exclusive statement of warranty, and is in lieu of all other expressed and/or statutory warranties. WE Cork assumes no liability for incidental or consequential damages. However, some states do not allow the exclusion of incidental or consequential damages, so this exclusion may not apply to you. This warranty gives you specific legal rights and you may have other rights as they vary from state to state.

**\*THIS WARRANTY APPLIES TO THE AVANT GARDE & CLASSIC COLLECTION WITH GREENSHIELD PURCHASED AFTER JANUARY 2006**

**\*\*EXAMPLES OF LIGHT COMMERCIAL USE: HOTEL ROOMS, SMALL OFFICES & CONFERENCE ROOMS**

### **CLAIMS INFORMATION**

In the unlikely event that any portion of your WE Cork floor should fail with respect of the provisions of the warranties, WE Cork, Inc., at its sole option, to the original purchaser will repair, refinish, or replace such portion, at no cost to you, with the same product of equal value. In the unlikely event that WE Cork is not able to correct the failure after a reasonable number of attempts, WE Cork will refund, if requested, the purchase price for that portion of the floor that fails.

To file a claim, first contact the WE Cork retailer where the original purchase was made. If the retailer is unable to satisfy the claim, contact by letter WE Cork, Inc, 16 Kingston Road, Unit 6, Exeter, NH 03833, Attn: Claims Department. Claims must be filed within the warranty coverage period with information verifying date of purchase, such as the sales receipt for the flooring. WE Cork, Inc. reserves the right to have it or its representative inspect the floor and remove samples for technical analysis.