



10-Year Residential Structural Green Flow Cork Flooring Limited Warranty

This warranty covers Creative Flooring's Green Flow Cork flooring.

Cork is an all-natural product produced from the renewable bark of the cork oak tree.

Limited Warranty

Creative Flooring (herein referred to as the manufacturer) warrants that the flooring sold under this warranty is, at the time of sale, free of defects in material and manufacture, and that it adheres to Creative Flooring's strict specifications for the flooring model. Creative Flooring further warrants that when professionally installed and maintained (in accordance with Creative Flooring instructions) and used for its intended purpose, Creative Flooring cork flooring will not structurally deteriorate as a result of a manufacturing defect for a period of ten (10) years from the date of sale.

Creative Flooring installation instructions **must** be followed as a condition to this warranty, and its effectiveness. These instructions can be obtained from either your Creative Flooring representative, your distributor, your Creative Flooring dealer, or directly from Creative Flooring.

The Creative Flooring warranty covers the original owner of the floor to which the flooring is installed during the Creative Flooring Warranty Period.

This warranty does not cover damage or defects (herein referred to as "**exclusions**") resulting from, or in any way caused by:

- Improper storage, handling, and installation of Creative Flooring cork including improper preparation of substructure/subsurface.
- Misuse, negligence, lack of maintenance, application of solvents (including corrosives or other chemicals), presence of abrasives (such as sand, pebbles, rocks, other abrasives, etc), colour changes, fading, or damage caused by the sun, excessive point loads where proper protection is not used, or high heel spikes, damage from heavy furniture or equipment used without sufficient protection, impact damage, scars from sharp or pointed objects, cuts, tears, scuffs, scratches, pet claws, etc.
- Moisture problems at site (includes sub floor moisture, leaks, flooding, rain penetration, wet/steam mopping, etc).
- Movement or settling of the structure or substructure material to which the floor is attached.
- Natural catastrophic events or events beyond the control of the manufacturer.

If a problem arises with Creative Flooring cork flooring, the owner of the flooring must notify Creative Flooring within 10 days of the discovery through written notice. The written notice must describe the situation thoroughly, including the location, installation date, and installer's name and contact information. The owner must give Creative Flooring a reasonable amount of time to inspect the floor prior to any subsequent repair efforts and Creative Flooring, using their discretion, may repair, replace or refund the flooring purchase price to the owner.

Creative Flooring liability under this structural and finish warranty is limited to the supply of replacement flooring only. Creative Flooring does not accept liability for the costs of other related materials, removal or installation.

Warranty Disclaimer

The above warranty is the exclusive and sole warranty given by Creative Flooring for its cork flooring. It supersedes any prior, contrary or additional representations, whether oral or written. Any implied warranties, including warranty of merchant or retailer, any warranty of fitness for a purpose, are limited in duration to the warranty period for Creative Flooring's express warranty, above.

Exclusion of Incidental and Consequential Damages

In no event shall Creative Flooring be liable for any incidental, special, indirect or consequential damages, whether resulting from delayed or non-delivery or from the use, misuse, or inability to use the product or from defects in the product or from Creative Flooring's own negligence.

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