



Limited Warranty for Domestic or Commercial Use Bamboo Overlay Flooring

Effective from 01 January 2018 until further notice.

Venus wants you to be happy and confident in your investment. Venus is committed to providing the finest bamboo flooring products in the market. The Venus name is synonymous with eco-friendly, quality, durability and beauty. Our superior production technologies and style allow us to provide one of the only to a few common sense exclusions.

25 Year Structural Warranty

Venus warrants that the flooring sold under this Warranty is, at the time of sale, free from defects in material and manufacture. Venus further warrants that when professionally installed according to Venus specifications and when maintained according to Venus 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 for residential environments and fifteen (15) years from the date of sale for commercial environments.

Ten Year Finish Warranty

For pre-finished flooring, Venus warrants that the factory-installed finish on the flooring is, at the time of sale, free from defects in material and manufacture. Venus further warrants that when the flooring is maintained according to Venus instructions and used for its intended purpose, the finish will not wear through to the underlying flooring or separate from the flooring as a result of a manufacturing defect for ten (10) years from the date of sale for residential environments and three (3) years from the date of sale for commercial environments..

No warranty is provided for scratches, reduction in the shine of the finish, or damage to the finish caused by damage to the underlying flooring. The Venus installation instructions MUST be followed as a condition for these Warranties to have effect.

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 sub-flooring 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, spike heeled shoes, unpadded furniture feet, water, damage from sand, pebbles or other abrasives or other unintended uses; Insect infestation after shipment from the point of origin

3. Stains and finishes

4. Improper alterations of original manufactured product

5. Moisture problems (including subfloor moisture, leaks, rain, wet mopping, etc.) or excessive atmospheric conditions i.e. humidity, dryness or heat

6. Settlement or movement of the structure to which the flooring is attached

7. Natural events such as hurricanes, tornadoes, earthquakes and floods, or

8. Variations in colour, grain and markings that exist in the flooring when

new (such variation in bamboo is a natural occurrence, so that the flooring may not match display samples) or that develop over time because of

varying exposure to sunlight or UV light, or

9. Installation of flooring with visible defects.

10. Noise or creaking of the finished floor.

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

Disclaimer of Implied Warranties

The above Warranties are the exclusive and sole Warranties given by Venus for the flooring. They supersede any prior, contrary or additional representations, whether oral or written. Venus disclaims all other Warranties whether express, implied or statutory, including any Warranty of merchantability, any Warranty of fitness for a particular purpose, and any implied Warranties arising from course of dealing or usage of trade.

Limited Warranty CONTINUED What Venus will provide if the flooring is non-compliant.

If during the applicable Warranty Period, the flooring does not conform to the preceding Warranties, the owner of the flooring shall notify Venus and within a reasonable time Venus will provide, at its option, one of the following.

1. Repair of any non-compliant or defective flooring (for defects in finish, this means refinishing the affected boards)
 2. Provision of compliant boards to replace any non-compliant boards. This allowance shall be included only during the first two years of use and includes the cost of removal of non compliant boards and fixtures installed on the flooring
 3. Refund of the purchase price for any non-compliant boards that have not been installed, or
 4. Refund of the percentage of the purchase price for the non-compliant boards equal to the percentage of the Warranty Period remaining when Venus is notified of the non-conformity.
- These remedies shall be the exclusive and sole remedies for any breach of Warranty.

If the flooring does not comply with the Warranty, the owner of the flooring must notify Venus in writing at the address below within thirty (30) days after discovering the non-conformity. The notice must describe the nature of the non-conformity including location, installation date, installers name and contact details.

The owner must give Venus a reasonable opportunity to examine the claimed non-conformity 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, Venus will have no obligation to remedy any non-conformities.

INSTALLATION WARRANTY – 1 YEAR

This 1 year warranty is offered to ensure your Bamboo Flooring settles into its natural position based on normal ambient relative humidity, temperature, and moisture content within the building (acclimation). It does not cover dramatic changes to the environment which subsequently affect the position or movement of the Bamboo Flooring. (Please refer Venus Flooring Maintenance guide)