

WARRANTY

STRUCTURAL WARRANTY

Indoteak Design is committed to providing high-quality flooring and architectural products that are free from manufacturing defects in milling and lamination for the lifetime of the product, subject to the limitations outlined below.

HANDLING OF CLAIMS

Indoteak Design reserves the right to verify and inspect all warranty claims. Some defect claims may require the removal of samples for analysis. Indoteak Design will, at its discretion, repair and/or replace any deemed defective material. If the defective flooring cannot be reasonably repaired after several attempts, Indoteak Design will reimburse the original purchaser the purchase price of the flooring for the defective portion of the floor.

NOT COVERED

- Damage caused by installation of our products without allowing 96 hours of acclimation.
- Damage caused by fire, flooding and other natural disasters.
- Damage caused by sharp objects, vacuum cleaners, appliances, furniture, and casters.
- Scratches, or indentation due to sand, pebbles or other abrasives, debris, pets, insects, construction traffic, or failure to maintain the floor as required.
- Changes in color due to exposure to air, sunlight and age.
- Noises (squeaks, etc.) Associated with anything other than improper manufacturing.
- Naturally occurring wood characteristics such as variation in grain, color, and knots.
- Deficiencies related to sub-floor including but not limited to uneven sub-floor surfaces, floor deflection, voids in the sub floor, or excessive moisture in the sub-floor.
- Natural expansion and contraction resulting in separation between boards or damage caused by excessively high or low humidity.
- Cupping or crowning in the flooring boards due to excessive sub-floor moisture or low humidity.
- Construction or installation-related damage.