

KEMBER
**E3Plank Warranty
Information**

Structural Lifetime Warranty

KemberE3plank™ – Kember Kreative Floors™ warrants to the original purchaser its KemberE3plank™ engineered pre-finished hardwood floor against buckling, twisting, delamination, warping, and cupping under standard environment conditions. Standard environment conditions mean that the interior relative humidity level in your home remains between 25% and 50% year-round.

Installations Over Radiant Heated Subfloors

KemberE3plank™ can be installed over a radiant-heated subfloor. In order to ensure that buckling, twisting, delamination, warping, and cupping do not occur, never change the temperature of a subfloor radiant heat system by more than 5°F(2.8°C) per day when switching the system on and off. Prior to installation of KemberE3plank™ wood flooring, the radiant heat system must have been tested and in operation for three [3] weeks. The surface temperature of the subfloor must never exceed 85°F(29°C). Proper relative humidity levels must be maintained consistently throughout the year. Use humidifiers and/or dehumidifiers as necessary to maintain suggested humidity level.

Coverage

This warranty covers and is limited to the replacing or repairing (at Kember Kreative Floors™'s discretion) the defective boards due to manufacturing defects that exceed the five percent [5%] industry standard (material only). Any damage that has been incurred due to inappropriate storage, installation, transportation, extreme indoor conditions [outside of the 25-50% relative humidity range], intense sunlight, or by any other cause are not covered under the warranty. Due to the natural properties of wood, minor contraction and expansion will occur. These minor dimensional alterations that occur during seasonal climate changes are not covered under this warranty.

50-Year Finish Warranty

Kember Kreative Floors™ warrants to the original purchaser that the surface finish, UV cured and factory applied on its pre-finished hardwood floors will not wear through or separate from the wood for a period of:

Fifty-years [50], from the date of purchase, when used under normal residential traffic conditions
Three-years [3] from the date of purchase, when used under light commercial conditions, such as business offices, clothing and/or toy stores [or any non-food service stores] in shopping malls, for all products. Kember Kreative Floors™ does not recommend the use of American Cherry or American Walnut on light commercial application due to the low relative hardness of these specific species. These warranties are subject to the compliance of all installation and maintenance guidelines provided by Kember Kreative Floors™.

To File a Claim

A claim needs to be filed by the original purchaser in the unlikely event of a breach of warranty. The purchaser must contact in writing, both the store where the product was purchased, as well as Kember Kreative Floors™. Written notice must be filed no later than thirty-days [30] subsequent to the occurrence of the problem that has given reason for a claim to be filed, and within the warranty coverage period. Information must be provided to verify identity of original purchaser, as well as invoices for proof of purchase. Flooring in question must have been purchased from an authorized Kember Kreative Floors™ factory store and be paid for in full. Kember Kreative Floors™ strongly suggests that buyers retain their original invoice and/or receipt along with Kember Kreative Floors™'s installation, maintenance, and warranty guides in a safe place. Kember Kreative Floors™ reserves the right to have a Kember Kreative Floors™ representative inspect the floor and remove samples for technical analysis. The representative will then report the findings within a thirty-day (30) time period.

Warranty exclusions

This Kember Kreative Floors™ warranty excludes any indentations, scratched, or surface damage cause by lack of proper maintenance, accidents, misuse, high-heeled shoes or cleats, liquids, pets, insects, negligence, abuse, pebbles, sand, other abrasives, wet mopping, failure to follow all of manufacturer's specific written instructions, poor workmanship by installer, and gloss reduction due to surface wear. In this warranty, some exclusions, conditions, and limitations are not permitted in some provinces and states by law. This warranty provides specific legal rights and does not necessarily include all the legal rights that are effective in some provinces and states. The solitary remedy provided within these warranties is the repair, refinish, or replacement at the discretion of Kember Kreative Floors™, of defective products. In the improbable circumstance that Kember Kreative Floors™ is unable to correct the defectiveness after a reasonable number of attempts, Kember Kreative Floors™ will refund, if requested by the purchaser, the original purchased price of the portion of defective flooring on a prorated basis. Any attempt that is made to repair, replace, or refinish the floor prior to the involvement of Kember Kreative Floors™ with a full inspection and authorized repair, will void this warranty. No distributor, dealer, installer, agent, or Kember Kreative Floors™ sales representative is authorized to alter or increase the terms or coverage of these warranties.