

CALI laminate








CALI Bamboo LLC

Limited Residential and Commercial Flooring Warranty - CALI Laminate®

Warranty Conditions and Term:

This limited warranty is given to (a) the original purchaser (the “Original Purchaser”) of the Flooring (defined below) from Cali Bamboo or an authorized Cali Bamboo seller, and, (b) if the Original Purchaser is not the owner of the Residential Building or Commercial Building in which the Flooring is installed, to the owner of the Residential Building or Commercial Building at the time of installation (the “Original Owner”) (the Original Purchaser and the Original Owner of the Flooring subject to this limited warranty are referred to as the “Warranty Holder”). “Residential Building” shall refer to a single-family residential home, while “Commercial Building” shall refer to anything other than a single-family residential home that does not experience heavy commercial traffic.

What is Covered?

Collection	 Residential Wear Protection	 Commercial Wear Protection	 Manufacturing Defects	 Waterproof Warranty	 Pet Warranty	 Scratch Warranty	 Fade Resistance
Mavericks	50 Year	15 Year	✓	✓	✓	✓	✓
Shorebreak	50 Year	15 Year	✓	✓	✓	✓	✓
Santa Cruz	50 Year	15 Year	✓	✓	✓	✓	✓
Pacifica	50 Year	15 Year	✓	✓	✓	✓	✓

The warranty period begins on the purchase date and ends after the time frame above, or the date on which the Residential or Commercial building is sold by the original owner. These terms only apply if the flooring is used under normal traffic and usage conditions.

Purchases of certain applicable CALI-provided sundries may provide an extension of this warranty provided specific qualifications are met. For full details please see CALIfloors.com/warranty.

1. Residential Wear Protection:

As a result of normal use, the protective layer will not wear through to the pattern/decorative layer during the period of this warranty under normal household conditions.

Conditions:

- “Wear through” is defined as complete loss of the wear layer so that the printed pattern or design is altered.
- Gloss reduction is not considered wear and is not covered by this warranty.
- “Normal household use” is defined as common daily activities in the home.
- Wear of the design layer must be readily visible, covering at least one square inch.
- Chair pads or mats must be used under caster chairs.

Exclusions:

- The warranty does not cover scratches, gouges, staining, finish wear-through, or other finish-related issues resulting from failure to follow the Maintenance Guide. This includes damage caused by vacuum cleaner beater bars, caster wheels, chairs or other furniture lacking proper floor protectors, as well as damage from the use of mineral spirits, paint thinners, or other solvents on the flooring.
- Finish wear-through affecting an area less than 2 square inches—defined as a complete loss of the decorative pattern—is not covered. Additionally, normal loss of gloss over time due to regular wear and tear is excluded.
- The warranty also excludes any damage, splitting, cracking, edge fracturing, chipping, or other defects caused by accidents, misuse, abuse, alterations, direct exposure to the elements, or improper installation.

2. Manufacturing Defects:

CALI warrants to the original purchaser that this laminate product, as manufactured, will be free from defects in materials and workmanship, including issues related to milling, assembly, and dimensions. Additionally, CALI warrants that the product will not warp, cup, buckle, or delaminate when properly installed and maintained in accordance with CALI's Installation Guide and Maintenance Guide.

Conditions:

- This limited warranty applies only to flooring used under normal residential conditions and installed and maintained in accordance with CALI's Installation and Maintenance Guides.
- The warranty covers only manufacturing defects that are not apparent prior to or during installation.
- All flooring planks must be thoroughly inspected for visible defects before and during installation under proper lighting conditions. Installation signifies acceptance of the product's quality.

Exclusions:

- This limited warranty does not cover damage incurred during shipping or installation.
- This warranty does not apply to flooring installed with any visible or obvious manufacturing defects.
- Variations in color or gloss between new and existing flooring, whether from later additions or non-warranty repairs, are not covered.
- The warranty excludes damage caused by abnormal use, improper conditions, or misuse, including but not limited to: water damage from plumbing failures, weather events, or flooding; damage from fire, smoke, or other accidental events; negligence; unauthorized modifications to the product; or use beyond the normal scope of residential flooring.
- This warranty does not cover damage from extreme temperatures (as outlined in the installation guidelines), insect infestation, erosion, sanding, structural shifting or movement, or installation over an unsuitable or improper subfloor.

3. Waterproof Warranty:

The product will resist damage from topical moisture due to normal wet mopping, steam mopping, and everyday household spills under normal residential use conditions when installed and maintained as outlined in the Flooring Installation and Maintenance Guide.

A residential steam mop may be used, provided the steam is applied to a microfiber pad and not applied directly to the floor.

Conditions:

- Topical spills refer to normal household substances. All spills should be removed promptly using a clean, dry or damp cloth. Do not allow moisture to remain on top of the floor more than 72 hours.
- Complete waterproof warranty coverage requires the perimeter of the floor to be sealed in accordance with the Flooring's Installation Guide.
- Make sure to set the steam mop to the appropriate setting for wood floors, or to the lowest available setting. When using a steam mop, always apply the steam to a microfiber pad—never directly to the flooring surface—and mop only in the lengthwise direction of the planks.

Exclusions:

- Waterproof warranties do not cover damage resulting from an unsealed perimeter, including but not limited to leaks, spills, pet accidents, wet mopping, or steam mopping.
- This flooring is not intended to withstand flooding, acts of God, plumbing failures, or leaks from appliances such as icemakers, dishwashers, or washing machines. These events are not considered typical topical spills.
- Damage caused by moisture intrusion due to hydrostatic pressure from concrete, flooding, plumbing leaks, elevated alkalinity levels, or moisture trapped beneath the flooring that leads to mold or mildew is also excluded from warranty coverage.

4. Pet Warranty:

CALI Pet Warranty provides coverage for all pets and all related accidents for the lifetime of the floor. The flooring is designed to resist staining caused by vomit, urine, and feces from any domestic pet.

Conditions:

- Stain resistance refers to your floor's ability to minimize or withstand permanent staining for as long as you own it. To ensure optimal performance, any affected area should be cleaned promptly upon discovery.
- A "pet stain" is defined as staining from vomit, urine, and feces of all domestic pets.
- If a covered floor becomes stained by a domestic pet, CALI will replace the affected planks.

Exclusions:

- Any urine, feces, or vomit stains other than pet.

5. Scratch Warranty:

CALI Laminate collections offer superior resistance to scratches that occur through normal, day-to-day residential use and cleaning.

Conditions:

- For the purposes of this warranty, a "scratch" is defined as a permanent mark—unable to be removed by cleaning—resulting from a break or score in the surface caused by a sharp or pointed object. To qualify for coverage, the scratch must be clearly visible in size and noticeable from a standing position under normal lighting conditions.

CALI recommends the following preventive measures:

- Use protective pads or coverings on the legs of furniture, chairs, and tables.
- Chairs and furniture with casters should have soft rubber wheels, or be placed on a suitable protective mat or caster cups.
- Place walk-off mats at all exterior entrances to reduce the amount of abrasive debris tracked onto the flooring.

This warranty is limited to the replacement cost of the affected planks or tiles only—it does not cover replacement of the entire floor.

Please note that no flooring surface is completely "scratch-proof." Heavy or sharp objects can cause significant damage if proper precautions are not taken. Therefore, this warranty excludes coverage for damage resulting from misuse, neglect, abnormal environmental conditions, or failure to follow care and maintenance guidelines. (Refer to the Exclusions section below.)

Exclusions:

This warranty does not cover damage caused by:

- Severe impact from heavy falling objects or gouging from sharp items (e.g., knives, scissors).
- Damaged or broken caster wheels with sharp edges that result in gouging.
- Furniture, chairs, or tables with broken legs or feet that have sharp or uneven edges causing surface damage.
- Excessive pet-related damage, including but not limited to chewing, digging, or clawing.

6. Fade Resistance:

The flooring will not fade from exposure to sunlight or artificial light for the specified duration.

Additional Exclusions:

This limited warranty covers Flooring that is both (i) installed with strict adherence to Cali Bamboo's Laminate flooring installation guide found online at <https://www.califloors.com/flooring-installation/> (the "Installation Guide") and (ii) maintained in accordance with Cali Bamboo's Laminate flooring care and maintenance guidelines found online at <https://www.califloors.com/floor-care-and-maintenance> / (the "Maintenance Guide"). Cali Bamboo will provide copies of these guides upon request by the Warranty Holder. This limited warranty only applies when the Flooring is used under normal traffic and other usage conditions.

This limited warranty does not extend to or cover:

- Damage caused by or resulting from installation over radiant heat floors that exceed (85)° F or damage caused by not following the radiant heat instructions described in the Installation Guide.
- Flooring noise such as squeaks, crackling, and popping which may happen as a result of structural movement, sub-floor flatness, deflection, changes in environmental conditions, or the amount of topside pressure applied to the flooring.
- Flooring damage caused by natural events such as hurricanes, earthquakes, and tornadoes.
- Any Flooring deformity that is not measurable or visible from a standing position in normal lighting.
- Flooring damage caused by a failure to follow the recommended installation and maintenance procedures as set forth in the Installation and Maintenance Guides.

This limited warranty does not cover Flooring donated, purchased on clearance, or at auction and does not apply to Cali Bamboo moldings or trim. In the event that Cali Bamboo supplies replacement Flooring, the Warranty Period for the replacement Flooring will not be extended beyond the original Warranty Period.

This limited warranty excludes color variation between orders, individual planks and/or samples. Cali Bamboo does not warrant that the Flooring will match or coordinate with purchaser furnishings, trim, cabinetry, railings, etc. It is the installer's responsibility to document all jobsite conditions and measurements including the installation date, subfloor moisture content, and other documentation required under the Installation Guide.

EXCEPT TO THE EXTENT PROVIDED BY LAW, CALI BAMBOO MAKES NO EXPRESS WARRANTY OTHER THAN THE WARRANTY SPECIFIED HEREIN. THE DURATION OF ANY IMPLIED WARRANTY IS LIMITED TO THE DURATION OF THE EXPRESS WARRANTY STATED ABOVE. Some States do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

Warranty Scope Proration:

This limited warranty is not transferable by the Warranty Holder to any other party, including but not limited to a subsequent purchaser of the Residential Building or Commercial Building in which the Flooring is installed.

If a valid warranty claim hereunder is received, then Cali Bamboo will, at its option, supply replacement of similar grade of the affected flooring or refund the cost of the affected flooring per the prorated terms described below: maintenance guidelines. (Refer to the Exclusions section below.)

Year Claim is Received After Installation Date	% Refund/Replacement of Affected Flooring
1-5	100%
6-10	90%
11-15	80%
16-20	70%
21-25	60%
26-30	50%
31-35	40%
36-40	30%
41-45	20%
46-50	10%

Where required by applicable law, in the event Cali Bamboo cannot repair the Flooring, Cali Bamboo will reimburse the Warranty Holder according to the prorated terms noted above, including any reasonable installation costs, less the amount directly attributable to use by the Warranty Holder prior to the discovery of the issue covered by this limited warranty. Otherwise, labor costs, including any expenses associated with installation and removal of defective Flooring, are not covered by this limited warranty. To the extent permitted by applicable law, these are the sole and exclusive remedies of the Warranty Holder in the event of a Manufacturing Defect or other warranty claim.

How to Obtain Warranty Service:

The Warranty Holder must inspect the Flooring for Manufacturing Defects caused by improper milling or coating, and report any such defects to Cali Bamboo, prior to installation of the Flooring. To obtain warranty service, the Warranty Holder must contact Cali Bamboo's Customer Experience Department: warrantyclaims@califloors.com/ 888-788-2254. Warranty claims must be received within 30 calendar days after the Warranty Holder identifies the Manufacturing Defect or other basis for a warranty claim. To be covered under this Cali Bamboo limited warranty, the Warranty Holder must provide documentation of sales order and proof that the Flooring was properly installed in accordance with the Installation Guide (defined below).

Cali Bamboo reserves the right to retain a certified and independent flooring inspector to verify the Warranty Holder's warranty claims. The determination of the flooring inspector regarding the warranty claim is not binding on either Cali Bamboo or on Warranty Holder. A determination that does not verify the warranty claim shall not affect the Warranty Holder's right to submit its claim to arbitration in accordance with the terms of the Arbitration Agreement (as defined in Cali Bamboo's Terms and Conditions of Purchase). The performance of the inspection, however, if requested by Cali Bamboo and assuming that Cali Bamboo advances the full cost of the inspection as described above, is a requirement for the Warranty Holder to submit a warranty claim to arbitration under the Arbitration Agreement.

For specific instructions on how to obtain warranty service for defective Flooring, visit the Cali Bamboo website <https://www.calibamboo.com/flooring-warranty/>.

Limitation of Damages:

IN NO EVENT SHALL CALI BAMBOO BE LIABLE UNDER THIS WARRANTY FOR SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES EVEN IF CALI BAMBOO HAS BEEN INFORMED, OR SHOULD BE AWARE, OF THEIR LIKELIHOOD, OR FOR ANY OBLIGATIONS OR DAMAGES OTHER THAN THE SPECIFIC WARRANTY SERVICE OBLIGATIONS EXPRESSLY SET OUT ABOVE. Some States do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from State to State.