



Serenity Collection

WARRANTY

Full Lifetime Structural Integrity Warranty

WE Cork warrants, to the original purchaser, that its products in their original manufactured condition to be free from manufacturing defects in milling, dimensions, and grade for the lifetime of the floor for residential use (10 years for commercial use). Structural integrity does not cover normal expansion and contraction that cork floors may experience between boards at different times of the year. If minor separations do occur, they are not covered by this warranty. Cupping or crowning due to excessive moisture or humidity is not covered by this warranty.

Wear Layer Warranty

WE Cork warrants, to the original purchaser, that its surface wear layer will not wear through or separate from the wood for 25 full years for residential use (10 years for commercial use), from the original date of purchase of the Serenity Collection, when used in normal traffic conditions.

WE Cork recommends using Bona wood floor products or equivalent. The use of other products not formulated for urethane finished wood floors may damage your floor and void the warranty.

Warranty Exclusions

The patterns and color variation created in a living tree are like that of nature - never repeated. Naturally occurring wood characteristics such as mineral streaks and variations in grain and color, are not considered defects. Variation of newly installed floors from samples or pictures shown is not covered by our warranty. Also, the age, character and exposure to sunlight may keep new or replacement flooring from matching existing flooring samples. Because cork flooring is a natural product, and it may lighten due to the effects of sunlight and/or ultraviolet light, these changes are not covered by our warranty. Area rugs should be moved occasionally as they block sunlight and may give the appearance of discoloring under the rug. This is not a product defect.

WE Cork warranties exclude indentations, scratches, or damages caused by misuse, negligence, accidents, fire, erosion, pets, spiked heel shoes, pebbles, sand, other abrasives, failure to follow all manufacturer's specific written installation instructions, lack of proper maintenance, insufficient protection on furniture, and misuse or improper alterations of the original manufactured product. Damage due to water and/or moisture (including, but not limited to damage resulting from broken or leaking pipes), excessive heat, cold or dryness, wet mopping, weather conditions or natural disasters, is excluded from WE Cork warranties.

Gloss reduction is not considered surface wear, and is therefore, not covered under this warranty.

This writing is the complete and exclusive statement of warranty, and is in lieu of all other expressed and/or statutory warranties. WE Cork assumes no liability for incidental or consequential damages. However, some states do not allow the exclusion of incidental or consequential damages, so this exclusion may not apply to you. This warranty gives you specific legal rights and you may have other rights as they vary from state to state.



Claims Information

In the unlikely event that any portion of your WE Cork floor should fail with respect of the provisions of the warranties, WE Cork, Inc., at its sole option to the original purchaser, will repair, refinish, or replace such portion, at no cost, with the same product of equal value. In the unlikely event that WE Cork is not able to correct the failure after a reasonable number of attempts, WE Cork will refund, if requested, the purchase price for that portion of the floor that fails.

To file a claim, first contact the WE Cork retailer where the original purchase was made. If the retailer is unable to satisfy the claim, contact by letter WE Cork, Inc, 16 Kingston Road, Unit 6, Exeter, NH 03833, Attn: Claims Department. The owner must notify WE Cork or its agent within thirty (30) days after discovering the nonconformity. Claims must be filed within the warranty coverage period. The owner must give WE Cork a reasonable opportunity to examine the claimed nonconformity before making any repairs, removal or replacement. The owner must present the original invoice, bill or other proof of the date of purchase. If the floor owner fails to comply with these requirements, WE Cork will have no obligation to remedy any nonconformities.