



Robina Floors Cork Warranty

WELCOME!

Robina manufactures the Botanicals Cork floors to the highest quality standards. Robina Botanicals Cork stands behind every product we manufacture with our exclusive Structural Warranty.

Pre Installation Warranty:

We carefully inspect every plank before it leaves our factory. However, we require you and your installation professional to carefully inspect each board for any visible defects prior to installation of the floor. Any boards with cracks, splits, irregular finish or damaged boards should not be installed. Simply return these materials to the store where purchased for replacement.

Structural Warranty:

Robina Botanicals Cork is manufactured from only the highest quality components. In the unlikely event that a structural failure occurs, Robina will repair boards, authorize finish restoration/ coating or replacement of your floor (our option) for the duration of the structural warranty with a limitation of one occurrence, (see chart below).

Finish Warranty:

Your Robina Botanicals Cork floor finish is warranted not to wear through in residential applications when properly maintained using Robina Floor Care Guidelines, (see chart below).

Warranty Registration:

We recommend that immediately upon purchasing your new floor you register it with us. It's quick and simple and you can register online at robinafloors.com or pick up the phone and call our Customer Service Department at 888.862.9898. Make sure you save your original receipt for your purchase as dated proof of purchase will be required in the event warranty work is ever needed.

CHARACTERISTICS OF YOUR ROBINA FLOOR

Cork floors are a natural product with inherent variations in grain and color. These variations, which may be slight or significant depending on the cork type, add to the beauty of real cork and are not indications of a defect.



Expansion and Contraction:

All cork products will expand when exposed to moisture or elevated humidity levels. Conversely they will contract or shrink when humidity levels drop. Occasionally, drastic changes in temperature and humidity can cause separation at the seams. Extremely dry conditions over time can cause fissures to appear in the surface of the floor. However, these issues can be easily avoided by maintaining proper humidity levels (35% to 50%) and temperatures between 68° to 78° Fahrenheit. The addition of a dehumidifier/humidifier to maintain the recommended humidity levels is recommended.

Color Changes:

All natural cork products are subject to change due to ultra-violet light, the most prominent source is sunlight but also from interior lighting sources. Ultra-violet light will over-time, fade, bleach and discolor cork flooring. Cork will develop darker patinas as they age. To protect your cork flooring and other interior furnishings we recommend the use of Ultra-Violet inhibiting tints as well as adequate window coverings to minimize the effects of Ultra Violet light. Please Note: Boards or sections of the floor that are replaced at some date in the future, will not initially match the rest of the floor.

Floating Floor:

In the event that you're Robina Botanicals Floor is installed using this method, it is normal to experience some minimal flexing in the surface of the floor. The Robina underlayment system allows for this movement and it is considered normal. Subfloor must meet manufacturing tolerance listed in installation instructions.

WARRANTY SERVICE

Warranty Service: In the unlikely event that your floor does not perform within the listed parameters established by this warranty the following steps are required. At Robina Botanicals Cork we wish to provide excellent customer service and the following procedures are needed to ensure that commitment of timely service is met. It is important that you have the original invoice for your Robina Botanicals Cork floor purchase to initiate the warranty process.

1. Contact the Authorized Robina Botanicals Dealer from whom you originally purchased your Robina Botanical Cork floor from within 30 days from the date of noticing your concern. They will inspect the floor and note any and all of your concerns. If further action is required they will contact their authorized Robina Botanical Distributor.
2. In the event that the initial inspection by the original selling dealer is inconclusive or you the homeowner have additional questions, the original Authorized Robina Botanicals Dealer will contact the Robina Botanicals Distributor to conduct a follow-up inspection. The Distributor representative will file a report with Robina Botanicals.
3. After Distributor inspection, Robina Botanicals will issue its findings and will determine if any additional action is required.

Should any questions remain after the simple two step process is completed the Distributor Representative can arrange for a factory review of the process. If at any time during the process you have any questions you can contact us directly at robinafloors.com or call us at 888. 862.9898 and ask for Technical Services. This warranty applies to the original purchaser and is not transferable. No agent,

dealer/retailer, distributor, installer, fabricator or employee of Robina Floors, Inc., has the authority to alter the obligations or limitations of any Robina Botanicals Cork Warranty. Robina Floors strongly recommends that our consumers select a Robina Botanicals Authorized Dealer within a reasonable proximity to their residence. It is vital to us that you as our consumer experience the highest level of satisfaction and service in respect to your Robina Floors product. This warranty requires that an employee, owner, or officer of the Robina Botanicals Authorized Dealer from whom you purchased the floor responds to any concerns you have regarding your Robina Floor. We require the dealer to perform the first inspection which will initiate the warranty review process. This warranty requirement excludes the use of independent inspectors when responding to your initial concerns. We feel personal attention from your dealer is vital to resolve any warranty) concerns in a concise and timely manner

WARRANTY EXCLUSIONS

1. Installation Error: Any product which is damaged as a result of installation mishandling or installed in a manner which is inconsistent with our written installation instructions will not be eligible for warranty consideration.
2. Pre-Installation Warranty: Boards are eligible for replacement if they contain manufacturing defects. Boards that are subjectively viewed as a problem but fall within industry accepted norms of 5% defect ratio will not be eligible for replacement. Sunlight and Ultraviolet Light Reaction: Normal exposure to sunlight will cause subtle to extreme reaction depending on species and degree of exposure. Ultraviolet light can also be produced by in home lighting. Window coverings and UV inhibiting films can be used on windows to minimize the effect.
3. Environmental Reactions: All wood products will expand when exposed to moisture or elevated humidity levels. Conversely they will contract or shrink when humidity levels drop. Occasionally, drastic changes in temperature and humidity can cause separation at the seams. Extremely dry conditions over time can cause fissures to appear in the surface of the floor (see expansion and contraction).
4. Misuse: Damage caused by moisture, spiked or high heeled shoes, sharp objects, gravel, sand, or other abrasive materials or corresponding scratches, indentations, unprotected chair and furniture legs, loss or gloss level related to any of the above, or damage from pets and pet claws is excluded from this warranty.
5. Maintenance: Maintenance of Robina Botanicals must follow the instructions listed in this brochure. Wet mopping or use of unauthorized cleaning products will invalidate this warranty.

Robina guarantees merchantability of our products unless otherwise stated. This warranty does not apply to any product which is abused, improperly installed, improperly maintained, or damage caused by insects, floods, pet urine, plumbing leaks, moisture intrusion, improper drainage, building defects, or circumstances beyond our control. Robina Botanicals assumes no responsibility for incidental or consequential damages. However, some states do not allow the exclusion or limitation of incidental or consequential damages, so this exclusion may not apply to you. This warranty gives you specific legal rights, and you may also have other rights that vary from state to state. Any controversy arising out of or relating to this warranty, or breach thereof, shall be settled by the binding arbitration administered by the American Arbitration Association in Atlanta, Georgia under the AAA Commercial Arbitration Rules, and the Law of the State of Georgia shall govern this warranty. The only remedies provided herein are the repair, finish restoration/coating or replacement of defective products.

Collection	Product	Color	Warranty Residential Structural	Warranty Residential Finish	Warranty Commercial Structural	Warranty Commercial Finish
Courtyard	Click HDF Cork	Ginger	30 year	7 year	3 year	3 year
		Nutmeg				
Courtyard	Click HDF Cork	Butcher Block	30 year	7 year	5 year	3 year
		Patchwork				
Veranda	Click HDF Cork	Peppercorn	30 year	7 year	5 year	3 year
		Allspice				
		Sea Salt				
		Sassafras				
Terrace	Click HDF Cork	Truffle	20 year	5 year	n/a	n/a
		Cinnamon				