

Limited Warranty – Manufacturing Defects

Globus Cork Inc. products are carefully inspected before shipping but final approval and inspection is the customer's responsibility. The customer must approve and confirm the size and colors are correct before installation. Globus Cork Inc. is not responsible and will not accept claims for the installation of incorrect material. Installation of material is deemed to be confirmation of color, appearance and other visual factors including squareness. Cork is a natural material. Differences in the structure and shades of cork products occur naturally and cannot be accepted as valid grounds for complaints. Shrinkage or expansion of the cork products is naturally occurring and can not be accepted as grounds for complaints.

Globus Cork Inc. warrants for a period of fifteen (15) years after installation that its cork tiles are free from manufacturing defects. This limited warranty shall be available only to the original customer who purchased the Globus Cork Inc. tiles. This warranty does not apply to sealers, finishes, cleaners or other products sold by Globus Cork Inc. Those products are warranted by their original manufacturer. Warranty information on those products is available upon request.

This 15 year warranty is for residential, commercial and educational usage with medium to heavy traffic. The sealer coats of finish must be maintained for the life of the cork tiles. Loss of the finish layers can cause damage to the surface of the cork tile. The cork tile finish must be refreshed either our Globus Cork Floor Polish or new sealer coats of our finish.

THIS WARRANTY DOES NOT COVER:

1. Shrinkage or expansion of the material,
2. Damage due to improper maintenance or improper use of maintenance products or failure to maintain the cork floor,
3. Dissatisfaction or damage caused by site applied finishes,
4. Dissatisfaction, problems or damage due to improper installation or use of improper tools,
5. Damage due to improper substrate preparation or irregularities in the substrate, or improper use of substrate materials
6. Dissatisfaction, problems or damage due to irregularities caused by the substrate, including, but not limited to hydrostatic pressure in the sub-floor,
7. Dissatisfaction or damage due to improper storage or environmental extremes in temperature or humidity.
8. Dissatisfaction or failure due to improper use of adhesive, installation with adhesives other than those recommended by Globus Cork Inc, or adhesive failure due to high moisture levels in the subfloor or water flooding, leaks and/or seepage,



9. Damage due to accident or abuse including but not limited to moving heavy furniture and dirty or improper casters or lack of felt or cork pads on furniture feet, causing scratches, dents, gouges or noticeable markings
10. Damage due to unusual wear and tear on cork tile, including pet claws and high heels,
11. Dissatisfaction due to use of abrasive, ammoniated, or bleaching cleaning materials,
12. Dissatisfaction based upon material fading, shade or color variations in the tiles after installation due to light exposure, aging or contact with staining agents,
13. Damage, swelling or buckling of floating floor panels due to water damage.

Claims

Claims must be made in writing by the original purchaser of the material. Claims must be accompanied by digital photos and the claim must be filed within 30 days after the buyer learns of the facts of the claim. If the claim is approved by Globus Cork, the defective material must be returned to Globus Cork.

Limitation of Liability

The sole remedy pursuant to this warranty is limited to the repair, refinishing or replacement of the defective cork product. If the product cannot be repaired, refinished or replaced after a reasonable number of attempts, Globus Cork will upon request, refund the original purchase price of the defective cork material on a pro-rated basis. Labor costs will not be covered. Globus Cork will not be responsible for any costs associated with repairing or replacing cork tiles and will not be liable for direct, indirect, general, special, incidental, consequential or other damages relating to the cork material.

This limited warranty is exclusive and in lieu of any warranty of merchantability, fitness for a particular purpose or any other warranty, whether expressed or implied, and all other liabilities and obligations on the part of Globus Cork Inc. There are no warranties which extend beyond the description on the face of this document.