



FINE BAMBOO FLOORING, PANELS & VENEER

Limited Warranty - Panels, Veneer and Butcher Block Countertops

This warranty applies to Teragren LLC bamboo panels, veneer, and butcher block countertops and tabletops ("Teragren", "We", and "Our") and to the original purchaser ("You" and its other forms) of Teragren® butcher block countertop products.

We want you to be happy and confident in your purchase. Since our inception, Teragren has been committed to providing the finest bamboo panels, veneer and butcher block countertop products in the world. The Teragren name is synonymous with quality, durability, beauty and uniqueness. Our superior design, production technologies and style allow us to provide one of the best warranties in the industry.

Warranty: Five Years from the date of purchase.

Warranty Coverage: Teragren LLC warrants that our panels, veneer and butcher block countertops will not delaminate or separate as a result of a manufacturing defect during the Warranty Period. Teragren further warrants that the butcher block countertops are free from defects in material and manufacturing when used for their intended interior application, properly installed and maintained according to the recommended standards as defined by the Teragren Installation Guidelines attached hereto and made a part hereof.

This warranty does not cover damage or defects resulting from or in any way attributed to:

1. Improper storage, handling or installation of the products.
2. Insect infestation after shipment from the point of origin.
3. Variations in color, markings, patterns, fading or darkening that are naturally occurring or develop over time.
4. Abuse, lack of maintenance, neglect, abnormal use or misuse, negligence, corrosive chemicals and other unintended uses.
5. Finishes (including improper surface preparation)
6. Dents or scratches.
7. Settlement or movement of the structure to which countertops are attached.
8. Shipping. Damage caused during shipping is the responsibility of the shipping company.
9. Installation or use of countertops with visible defects.

For more information about installation and maintenance please reference the Architectural Woodwork Institute (AWI) web site at www.awinet.org and the Hardwood Plywood and Veneer Association (HPVA) website www.hpva.org.

Teragren LLC
12715 Miller Road NE
Suite 301
Bainbridge Island, WA 98110

Tel: 800-929-6333 / 206.842.9477
Fax: 206-842-9456
Website: www.teragren.com
Email: info@teragren.com