



After-Sales & Limited Warranty Policy

Last updated: 2025/6/18

This policy outlines our after-sales service and limited warranty terms for wood flooring and indoor furniture products. It applies to both commercial and retail customers. Additional rights may apply to individual consumers under federal or state consumer protection laws.

1. Returns & Exchanges

1.1 General Terms

Eligibility Period: Requests for returns or exchanges must be initiated within 60 calendar days of delivery or pickup. Late requests may not be accepted.

Product Condition: Returned items must be in their original, unopened packaging, and in resalable condition.

1.2 Non-Returnable Items

We generally cannot accept returns for the following items, unless required by applicable law:

- Opened, damaged, or partially used items;
- Clearance products and accessories (except in case of shipping errors);
- Products that have been cut, installed, assembled, or otherwise modified.

1.3 Shipping Responsibility

Customers are responsible for return and exchange shipping costs.

We will cover shipping costs in the event of:

- Product quality issues;
- Order fulfillment errors on our part.

1.4 Solutions for Special Situations

Incorrect Shipments: Notify us within 10 business days of receipt and provide photos of the incorrect product. We will arrange for return and reshipment at no additional cost.

Damages on Goods: Upon receipt notice, any visible damage must be documented by the customers on the delivery receipt at the time of signing. Customer shall provide both damage photos and a copy of the signed delivery note. Failure to comply with this process may affect eligibility for compensation.

1.5 Restocking Fee & Refund Method

A 15% restocking fee applies to returns unrelated to quality issues or incorrect shipments.



Refunds approved by us will be processed as follows:

The default option: Store credit to your account;

Optional: Refund by check upon request;

Note: Credit card processing fees are non-refundable, unless otherwise required by law.

1.6 Order Cancellation

Orders not yet shipped may be canceled at no charge.

Shipped orders must follow our return and exchange policy.

1.7 Installed or Modified Products

Products that have been cut, installed, or assembled are considered accepted and are not eligible for return, even for surface-level discrepancies such as color or grain variation, unless otherwise required by law.

2. Limited Warranty

2.1 Warranty Scope

This warranty complies with the Magnuson-Moss Warranty Act and applicable provisions of the Uniform Commercial Code (UCC).

2.2 Warranty Exclusions

This warranty does not cover:

- Damage due to improper installation, including failure to acclimate flooring, uneven subfloors, or incorrect adhesives;
- Environmental factors, including:
 - Moisture, humidity, temperature fluctuations;
 - UV exposure, fading, or water damage;
- Normal wear and tear, scratches, dents, or stains;
- Modifications or misuse of the product.

2.3 Filing a Claim

Stop installation immediately if a product defect is suspected. Submit warranty claims within the warranty period, or within 90 days of discovering the issue.

Required documentation for filing a claim includes:

- Completed warranty claim form;
- Photos of the defect;



- Purchase proof (invoice, PO, contractor info);
- Installation and maintenance records;
- Sample material, if requested.

Claims should be submitted through our authorized distributor or directly to our Customer Service Team.

2.4 Procedure of Claims' Verification & Resolution

(i) Our North America After-Sales Team will respond within 5 business days of receiving complete documentation.

(ii) On-site inspections and material sampling may be arranged when needed.

(iii) Resolutions may include one of the following, as determined by our discretion and analysis:

- Product repair;
- Replacement;
- Monetary compensation, as determined by our internal approval procedures.

3. Limitations of Liability

3.1 Customer Responsibilities

- All products must be inspected before installation.
- Any defects discovered during installation must be reported immediately, and installation halted.
- If more than 150 square feet of defective flooring is installed before reporting, compensation may be limited.

3.2 We Are Not Liable For:

- Issues caused by improper installation or failure to follow product instructions;
- Improper maintenance (e.g., use of harsh cleaners);
- Damage due to accidents, abuse, or force majeure events (e.g., flooding, fire);
- Removal or reinstallation costs of fixed structures or furnishings.

3.3 Document Retention

Customers are responsible for keeping all original documentation, including invoices, contracts, installation guides, and care instructions, for future reference.

4. Disclaimer of Implied Warranties

Except as expressly provided in this policy, we disclaim all other warranties, express or implied, including the implied warranties of merchantability and fitness for a particular purpose, to the fullest extent permitted by applicable law.