

Claims Procedure

When making a claim under our warranty, please follow these steps to ensure a smooth and efficient process:

1. **Documentation Preservation:** At the time of purchase, it is essential to retain the following documents: the original invoice, contractor information, Cashmere Woods Installation Guide, the Cashmere Woods Care and Maintenance / Warranty Guide, and, if possible, record pallet information.
2. **Contact Your Authorized Dealer:** As a first step, kindly get in touch with the Cashmere Woods Authorized Dealer from whom you made the original purchase.
3. **Timely Claim Filing:** To initiate the claims process, you must submit a written notice of claim within the warranty coverage period. Please be aware that this notice must be filed no later than six (6) months after the first occurrence of the issue prompting your claim.
4. **Proof of Purchase:** To support your claim, you will be required to provide information confirming the date of purchase and the identity of the original purchaser. This includes the original invoice, which serves as proof of purchase, and this information should be readily available for submission to Cashmere Woods or its representatives upon request.
5. **Purchase Source Requirement:** The floor in question should have been acquired directly from an Authorized Cashmere Woods Dealer and fully paid for before submitting a claim. It's essential to note that purchasing Cashmere Woods hardwood flooring from an unauthorized dealer or via the internet will automatically void any manufacturer's warranties, whether implicit or implied.
6. **Alternative Contact for Claims:** In the event that your local Authorized Cashmere Woods Dealer is unable to assist you with your claim, please feel free to contact us via email at claims@CashmereWoods.com. In this scenario, Cashmere Woods Ltd. will provide you with a claim form that should be completed and returned for further processing.

Please exercise caution if you decide to remove the affected floors before our inspection. Doing so may put you at risk for non-coverage by Cashmere Woods. In any circumstance, Cashmere Woods reserves the right to appoint a designated representative to inspect the floor and obtain samples for technical analysis. If our analysis determines that a portion of the floor is indeed defective, Cashmere Woods will, at its sole discretion, undertake repairs to the affected area or provide replacement material in the form of an identical or equivalent product.

We are committed to ensuring the quality and satisfaction of your Cashmere Woods hardwood flooring experience.