



ENGINEERED BAMBOO - MANUFACTURERS WARRANTY

House of Bamboo guarantees the construction and the glue of the engineered bamboo products for a period of 5 years from the date of purchase for external products and 7 years from the date of purchase for internal products in accordance with the following provisions:

Provisions

This warranty does not cover damage caused by misuse, accidents, insect infestation, force majeure and damage caused by any other circumstances considered unusual in normal use.

- Also not covered are purely visual impairments such as imprints, joints, discolouration by light, seasonal climate-related deformation or wear of the surface coating. Damage resulting from improper installation, maintenance, cleaning or maintenance of the surface coating, mechanical or chemical damage is also excluded from this warranty.
- This warranty statement supersedes all previous statements; the granting of the manufacturer's warranty applies only to the current version.

Scope

- House of Bamboo engineered bamboo products are natural forest products, which vary in colour, grain and appearance. The colour changes over time depending on the maintenance schedule. Colour change cannot be a reason to make a claim.
- Cracks on the surface and on the ends of the product can arise from the different drying characteristics of the surface and (cross-cut) ends. This phenomenon is normal for most wood species and cannot be a reason to make a claim.
- The surface sides of the product will get rougher and may produce small splinters and small cracks over time as a result of constant shrink and swell due to normal weathering with dry and wet climate periods. This phenomenon is normal for most wood species and cannot be a reason to make a claim.
- Dimensional change or cupping can occur after installation. This phenomenon is normal for most wood species and cannot be a reason to make a claim.
- The warranty applies only to applications in normal use. Normal use includes, among other things, the application of the product in the function for which it was designed.
- The warranty applies only to the original purchaser and cannot be transferred.



Warranty conditions

To be able to make use of the warranty the product must be installed according to the installation recommendations. House of Bamboo installation recommendations are to be noted by the purchaser before installing. No claims can be accepted in cases of incorrect installation.

Warranty

- This warranty applies in addition to the normal legal rights of the buyer, including the rights of the buyer against the seller.
- If a claim is granted before installing the material, faulty products are replaced free of charge. No claims can be accepted after installing the material if the buyer could have detected the defects before installation. This warranty does not cover damage that was caused by third parties (eg transport damage).
- If defects occur after installation, House of Bamboo reserves the right to either repair the defect or to offer material free of charge to the buyer.
- If the defective product is no longer in the product range, an equivalent product from our current range will be supplied.
- A claim does not lead to an extension of the warranty period.
- The cost for the re-installation of material and other consequential charges are not included in the warranty.

Storage Procedures

- **Minimize Handling:** To reduce potential damage to materials, minimize handling and utilize team lifting procedures.
- **Proper Stacking:** Materials should be stored flat on raised blocking of equal thickness and spacing. Recommended spacing for spacers is every 30 to 60 cm.
- **Location and Temperature:** Store materials inside or in a covered shelter between approximately 12.8°C to 23.9°C and 45% to 55% Humidity.
- **Light:** Avoid long exposure to direct sunlight for unfinished materials.
- **Acclimation:** Materials should be allowed to acclimate to the installation environment and humidity prior to installation. Recommended acclimation time is 48 to 72 hours.



Settlement of the warranty

- The claim must be made in writing, within 30 days, to House of Bamboo, Sydney Head Office, 13 Erith Street, Botany NSW 2019. Email info@houseofbamboo.com.au. Tel: 1300 665 703. A valid warranty claim must include photographs of the fault, a full description of the fault, proof of purchase and date fault was discovered.
- House of Bamboo reserves the right to check the claimed fault prior to entering into warranty settlement discussions.