OUTDOOR BAMBOO

Warranty Certificate

dasso® outdoor bamboo are guaranteed for twenty-five years.
Installation must be performed by qualified personnel.

dasso

OUTDOOR BAMBOO WARRANTY CERTIFICATE

SCOPE OF THE WARRANTY:

1. This warranty is limited to the original purchaser of dassoXTR & dassoCTECH products purchased from dasso licensor (the "Manufacturer") and cannot be transferred to third parties.

2. Products covered by the Warranty - **the dassoXTR & dassoCTECH Products**. The Warranty covers all dassoXTR & dassoCTECH decking, cladding and soffit products (hereinafter referred to as dassoXTR & dassoCTECH Products). Manufacturer guarantees that all dassoXTR & dassoCTECH decking, cladding and soffit products are produced to the specifications described in the Product Data Sheets issued by dassoXTR & dassoCTECH valid at the time of purchase. (These Data Sheets can be downloaded from dassogroup.com)

3. **Warranty terms and conditions:**

- Subject to the conditions set out herein, Manufacturer warrants that from the date of delivery as stated on the invoice and for a Warranty Period following delivery as defined below, the dassoXTR & dassoCTECH Products applied in Use Class 4 as defined by EN 350 and EN113 will not be damaged by decay caused by wood decay basidiomycete fungi and the wood destroying fungi Coniophora puteana, Trametes (Coriolus), Pleurotus ostreatus so that the dassoXTR & dassoCTECH Products do not perform according to their intended function. (As per AS 504 (2005) standard, dassoXTR & dassoCTECH Products Durability is Class 1; As per AS 1604.1 (2012) standard, dassoXTR &dassoCTECH Products Hazard Class is H3.)

- Manufacturer guarantee the construction and the gluing of the dassoXTR & dassoCTECH Product a period of 25 years.

SETTLEMENT OF CLAIMS:

When complaint has been approved by dasso, will either replace the bamboo product or come up with a proposal for a financial compensation. Reimbursement will be limited to the total amount of the purchasing price from the original invoice. Collateral damage will not be covered by this warranty.

CONDITIONS:

- This Warranty shall be subject to the following terms and conditions:

- Environmental conditions such as air pollution, mold, mildew, etc., or staining from foreign substances such as dirt, grease, oil, etc.

- Please note: Should dusts and pollens build up on your products, these become a food source for molds and mildew to grow in and their waste products will stain the dassoXTR & dassoCTECH. Please keep your products clean as we do not warrant against these types of staining and degrade. Mold and mildew will not grow in/on dassoXTR & dassoCTECH itself but will in/on the dusts/pollens.

- Claims must be made in writing to Manufacturer within 30 days after discovery of suspected damage, accompanied by this original Certificate of Warranty, copies of the relevant receipt(s), a statement describing the damage and photographs showing the suspected damage including date of installation. Discovery is defined as the point in time when the suspected damage was discovered or should have been discovered, by the Owner / Original Purchaser.

- Manufacturer reserves the right to inspect the dassoXTR & dassoCTECH products prior to any authorisation by Manufacturer of any replacement, financial repair or other remedy under this Warranty. From the date a potential claim is detected, the claimant must take all reasonable steps to protect the dassoXTR & dassoCTECH products from further damage and all reasonable steps to mitigate potential losses caused by the suspected damage.

- All warranties are valid on the condition that dassoXTR & dassoCTECH Installation Guidelines, User Maintenance Guidelines, and other dassoXTR & dassoCTECH product documents valid at the time of purchase are observed and followed at the handling, storage, installation and use of the Products. Failure to install dassoXTR & dassoCTECH Product in accordance with dassoXTR & dassoCTECH instructions will invalidate this Warranty and guarantees are expired.

- This Warranty does not cover any costs associated with removal of damaged dassoXTR & dassoCTECH products or installation of replacement dassoXTR & dassoCTECH products or any remanufacturing costs.

- A claim does not lead to an extension of the warranty period.

- Failure to follow these procedures may invalidate any claim under this Warranty.

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EXCLUSIONS:

- Manufacturer is not liable for any incidental, economic, exemplary, special, punitive or consequential damage, whether direct or indirect, howsoever arising.
- The statements in this Warranty constitute the only warranties given by Manufacturer , and all other express or implied warranties, including any implied warranties of merchantability or fitness or a particular purpose (save where arising under applicable product warranty laws that cannot be lawfully disclaimed) are expressly excluded.
- Damage or defects resulting from or in any way attributable to the causes listed below is not covered by the Warranty:

a. Improper storage, handling, installation or use of the dassoXTR & dassoCTECH Product, including but not limited to any damage where good design and installation practices have not been followed;

b. Misuse, neglect, alteration or abuse of the dassoXTR & dassoCTECH Product;

c. Settlement or structural movement and/or movement of materials to which the dassoXTR/CETCH Product is attached;

d. Damage from incorrect design of any structure or where the maximum designed wind loads are exceeded for any structure;

e. Acts of God, such as inter alia hurricane, tornado, hail, earthquake, flood or other severe weather or natural phenomena;

f. Any cause other than manufacturing defects attributable to dassoXTR & dassoCTECH.

g. dassoXTR & dassoCTECH board is a natural forest product, which can vary in color, grain and appearance. Color can change over time depending on the maintenance schedule. Color change cannot be a reason to make a claim. Small cracks on the surface and on the end of the boards 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.

h. Small cracks on the surface and on the end of the boards 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.

i. The surface sides of the boards can get rougher and even splinter over time as a result of constant shrink and swell of the boards due to dry and wet climate periods. This phenomenon is normal for most wood species and cannot be a reason to make a claim.

j. Slight dimensional change or cupping of the boards can occur after installation. This phenomenon is normal for most wood species and cannot be a reason to make a claim.

k. The guarantee applies only to the original purchaser and cannot be transferred.to third parties.

CONTACT

- Manufacturer can be contacted by writing to The Chief Executive Officer at:

  Zhejiang Daocheng Bamboo Industry Co., Ltd.
  Room1101, South Hangzhou Healthcare Park,
  Linbei Road, Linpu Town, Xiaoshan District,
  Hangzhou,Zhejiang 311200, China

- Email: info@dassogroup.com

Note: Please make sure that all necessary information mentioned at "Conditions No. 2." (see above) will be sent together with your enquiry.

GOVERNING LAW AND DISCLAIMER

- This Warranty is governed by the Chinese Law. Any disputes relating to this Warranty shall be subject to the exclusive jurisdiction of the courts of China or to arbitration at the discretion of Manufacturer.