



## BuildDirect Bamboo Decking Limited Warranty

BuildDirect Bamboo Decking pro (hereinafter "BuildDirect Bamboo Decking") warrants to the original purchaser (hereinafter the "Purchaser") that, for the period of time set forth below, under normal use and service conditions.

BuildDirect Bamboo Decking Products provide twenty-five (25) years warranty against de-lamination and rot for residential application of product and ten (10) years for commercial application; five (5) years against mildew/mould for both residential and commercial application of products.

Under this warranty, the Purchaser is responsible for the correct installation and maintenance of the decking as recommended in the BuildDirect Bamboo Decking Products Installation Guide, available on our website.

Preconditions: The decking must be installed by professional installers under normal conditions, and not done under extreme weather conditions; and maintained in adherence to the BuildDirect Bamboo Decking Products Installation Guide for the warranty to be effected.

### **This Warranty is from Date of Original Purchase.**

Cracks will naturally occur in any decking, therefore small end splits or splinters are not considered de-lamination and are not covered under the warranty. A de-lamination must be no less than 1/12" wide and 14" long.

All material is treated with an antifungal agent during the manufacturing process. BuildDirect Bamboo Decking Products have been treated with mould inhibitors and is therefore warranted against mould within the decking timber for five (5) years from the date of purchase.

Natural discolorations and fade are not covered by this warranty. However, surfaces infected with mildew/mould are covered where 10% or more of the visible surface is affected. Mildew/Mould is defined as stain or significant black color caused by mildew/mould erosion and cannot be washed. Only mildew/mould spores which are embedded in the decking are covered. The warranty does not cover surface mould that has occurred due to the environment surrounding the deck.

### **Exclusions from Warranty Coverage**

The warranty will not in effect under the following circumstances and some other circumstance. Refer to our and maintenance guides for more information:

- Decking is installed directly on to a concrete foundation, or directly to the ground, or any installation which does not have proper ventilation - recommend 1.2"-1.6" from ground.
- Ventilation gap between decking boards is less than 1/6".
- Water pooling, organic matter and/or items upon the decking that may prevent proper airflow or ventilation.
- The use of non-galvanized or non-stainless fasteners.
- Movement in the substructure that may cause the decking to distort.
- The use of any other surface treatment other than a good quality wood oil with a built in UV inhibitor.
- Improper handling or storage prior to installation and improper cutting and sealing of ends.
- Decking surface could become rougher with grain/fiber raise as a result of weathering outdoor seasonal change.
- Chemical or solvent corrosion affecting decking surface.
- Fair wear and tear or fading.
- Variations in color/grain of products.
- Any act of God (hurricane, earthquake, disasters, etc).

**The manufacturer's liability under this warranty is limited solely and exclusively to BuildDirect Bamboo Decking Products.**



### Claim Procedure

1. Claims must be filed within the warranty period and include proof of original purchase. Any claim covered under this warranty must be made in writing, within 30 days of any issue being detected.
2. When filing a claim, the purchaser must have proof of an issue such as photos or samples in the first instance. The claim should be filed with the retailer where the decking was originally purchased.
3. As a condition of this warranty, an authorized BuildDirect Bamboo Decking representative will have access to the deck upon request. The representative must inspect the decking and may require samples of the affected decking for testing and analysis, if necessary.
4. To resolve any claim the representative will verify the proof provided by Purchaser. a) Identification of the problem; b) Check that the preliminary conditions of the warranty; c) Percentages of pieces or surface damaged are conformed as per warranty; d) That the damage is within the scope of enforcement by the warranty.
5. Upon confirmation by an authorized BuildDirect representative of a valid claim hereunder, BuildDirect's sole responsibility shall be, at portion of the purchase price paid by the Purchaser for affected item (the cost of its initial installation won't be included).

If a valid warranty claim is made during years eleven (11) to twenty-five (25) after original purchase for a residential application, recover will be prorated from 10% to 90%.

**THIS FOREGOING WARRANTY IS EXCLUSIVE AND IN LIEU OF ANY AND ALL OTHER APPLICABLE WARRANTIES, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.**

Year of Claim		Recovery
Residential	Commercial	
11	1	90%
12	2	80%
13	3	70%
14	4	60%
15	5	50%
16	6	40%
17	7	30%
18	8	20%
19-20	9	10%
21-25	10	10%

The chart in the left indicates the recovery will be prorated if a residential Purchaser makes a valid warranty claim hereunder during years eleven (11) through twenty-five (25) after the original purchase. For commercial purchase, the prorated recovery starts year one (1). There are two ways to recover. If BuildDirect Bamboo Decking refunds the original purchase price, it may elect to refund the percentage listed (left) of the purchase price of boards otherwise meeting the requirements for a claim; if BuildDirect Bamboo Decking provides replacement materials, it may elect to replace the percentage listed (left) of boards otherwise meeting the requirements for a claim; This warranty shall not cover, and BuildDirect Bamboo Decking shall not be responsible for, costs and expenses incurred with respect to the removal of the defective BuildDirect Bamboo Decking Products or the installation of replacement materials, including but not limited to labor and freight.

**The following are very important key guidelines for installation and maintenance:**

- Maintain spacing between the individual deck boards of at least 3/16" (4mm)
- Please use BuildDirect Bamboo Decking approved nails only, use unproved or untested mails may cause immediate crack or splitting thus void warranty.
- Keep adequate ventilation underneath the deck with a minimum clearance of 36" between the bottom of the deck and the ground ground

UNDER NO CIRCUMSTANCES WILL BUILDIRECT BAMBOO DECKING PRODUCTS BE LIABLE FOR SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES, WHETHER SUCH DAMAGES ARE SOUGHT IN CONTRACT, IN TORT (INCLUDING BUT NOT LIMITED TO NEGLIGENCE AND STRICT LIABILITY) OR OTHERWISE, AND XTR'S LIABILITY WITH RESPECT TO DEFECTIVE PRODUCTS SHALL IN NO EVENT EXCEED THE REPLACEMENT OF SUCH PRODUCTS OR REFUND OF THE PURCHASE PRICE, AS DESCRIBED ABOVE.



**For more information on this product or to order samples call 1-877-631-2845 or visit our website at [builddirect.com](http://builddirect.com)**