

In accordance with its own [general terms and conditions](#) and in addition to statutory warranties, CARPENTIER HARDWOOD SOLUTIONS offers a conventional warranty on the materials described below, the circumstances and duration of which correspond to those set out in the guarantees extended by the suppliers and manufacturers themselves. CARPENTIER HARDWOOD SOLUTIONS reserves the right to update the terms of these warranties as it deems necessary.

HOTwood bamboo

Use class according to the recommendations of NF DTU 51-4.

Warranty period

25 years

Warranty holder

MOSO International BV
Adam Smithweg 2
1689 ZW ZWAAG - NEDERLAND
Tel.: +31 (0)229 265732 • www.moso-bamboo.com

Scope of warranty

- Faulty material.

Warranty conditions

- To be able to make use of the warranty the product must be installed according to the installation instructions. Please read our installation instructions carefully, before installing. No claims can be accepted in cases of improper installation.
- The warranty applies to A-grade products only.
- The claim must be made in writing, within 30 days after discovery of the damage subject to this warranty, to MOSO International BV.
- A copy of the invoice must be submitted with the claim.
- MOSO@ International BV reserves the right to inspect the damage reported in the claim (by appointment).

Exclusions

- 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, discoloration by light, cupping, 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 are also excluded from this warranty.
- Bamboo X-treme® outdoor products are natural forest products, which vary in colour, grain and appearance. The colour changes over time depending on the maintenance schedule. Colour change can not 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 (crosscut) ends. This phenomenon is normal for most wood species and can not 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 can not be a reason to make a claim.
- The warranty applies only to application in normal use. Normal use includes, among other things, application of the product in the function for which it was designed.
- The warranty applies only to the original purchaser and can not be transferred.
- This warranty does not cover damage that was caused by third parties (e.g. transport damage).
- The cost for the re-installation of material and other consequential charges are not included in the warranty.

Value of the warranty

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.

If defects occur after installation, MOSO International BV 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 from the current range will be supplied.