

MOSO® Bamboo X-treme® warranty

MOSO International B.V. guarantees the construction and the glueing of the Bamboo X-treme® outdoor products* for a period of 25 years from the date of purchase in accordance with the following 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, discoloration 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 are 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

- 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 (cross cut) 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.
- Dimensional change or cupping can occur after installation. This phenomenon is normal for most wood species and can not be a reason to make a claim.
- The warranty applies to A-grade products only.
- 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.

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!

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, MOSO International B.V. 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.
- 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.

settlement of the warranty

- The claim must be made in writing, within 30 days, to the MOSO® dealer / seller, a MOSO® subsidiary or directly to: MOSO International B.V.
Adam Smithweg 2
1689 ZW Zwaag
the Netherlands
- MOSO International B.V. reserves the right to check the claimed damage, after appointment.

*) Bamboo X-treme® decking, cladding, fencing, sub-beams and end-profile.

MOSO® Bamboo N-durance Decking warranty

MOSO International B.V. guarantees the construction and the glueing of the Bamboo N-durance Decking for a period of 25 years from the date of purchase in accordance with the following 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, discoloration 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 are 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

- Bamboo N-durance 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 cross cut 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.
- Dimensional change or cupping can occur after installation. This phenomenon is normal for most wood species and can not be a reason to make a claim.
- The warranty applies to A-grade products only.
- 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.

warranty conditions

To be able to make use of the warranty the product must be installed according to the installation and maintenance instructions. Please read our installation instructions carefully, before installing. No claims can be accepted in cases of improper installation and maintenance!

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, MOSO International B.V. 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.
- 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.

settlement of the warranty

- The claim must be made in writing, within 30 days, to the MOSO® dealer / seller, a MOSO® subsidiary or directly to: MOSO International B.V.
Adam Smithweg 2
1689 ZW Zwaag
the Netherlands
- MOSO International B.V. reserves the right to check the claimed damage, after appointment.