

PI IMPORT SA guarantees the BambooTouch® Composite Decking for 10 years from the date of purchase under following conditions :

The following warranty conditions apply to all products in the BambooTouch® composite decking range.

These warranty conditions apply to the **commercial warranty** offered by BambooTouch® for any manufacturing defects.

The **commercial warranty** is offered in addition to the legal warranty of two years, as provided for in articles 1649 bis to 1649 nonies of the former Civil Code, which gives consumers a right of recourse against the seller in the event of a lack of conformity of the consumer goods. In any case, the commercial warranty only covers hidden defects inherent in the goods and in no case defects that would result from the installation or handling of the product.

BambooTouch® is a registered trademark of Pi Import SA, which, as importer, assumes this commercial warranty.

### Application of the commercial warranty and warranty exclusions.

- This warranty covers only production defects of this product.
- Not exhaustively, are thus excluded from this warranty, the defects resulting from :
  - ✓ Improper storage, misuse, accident, force majeure, external damage.
  - ✓ Color changes, light discoloration.
  - ✓ Damage caused by incorrect installation, inadequate cleaning, lack of maintenance.
  - ✓ Negligence.
  - ✓ Natural wear and tear and normal deterioration.
- The use of other fastening materials (keels, battens, screws, ...) automatically excludes the warranty of the product.
- Failure to respect the standards in use, the installation guide and/or the technical data sheets and/or the installation, maintenance and cleaning instructions, will automatically exclude the warranty.
- PI Import Sa reserves the right to call an expert to conduct an independent expertise. In the event that PI Import should not be held responsible, the cost of expertise would be charged to the customer.
- The BambooTouch® Composite Decking plank may show differences in color. The color may change slightly despite maintenance. Discoloration is a normal phenomenon due to the sun and cannot be a cause for complaint.
- The product is rot-proof, has no risk of splintering or cracking and is not subject to insect or fungal attacks.
- Slight dimensional changes of the planks may occur after installation. This is normal and due to temperature variations. This will not be a cause for complaint.

### Warranty conditions : installation and maintenance

- The warranty will only apply if the product has been installed according to the instructions of PI Import SA, and if the installation has been carried out in accordance with the standards in use, the installation guide and/or technical files and installation instructions. ([www.bambootouch.com/en/advice](http://www.bambootouch.com/en/advice)) and using our accessories (clips, screws, ...)

- The warranty will only apply if the maintenance has been done regularly according to our recommendations, as provided in the technical files and the maintenance and cleaning guides. ([www.bambootouch.com/en/advice](http://www.bambootouch.com/en/advice)). The customer must provide proof of this. (Purchase invoices for the products etc...).
- No claims will be accepted in case of improper installation (e.g. not using the locking screw and/or not respecting the spaces between keels) and/or inadequate maintenance.
- Our planks, keels and accessories (clips, ...) are guaranteed. We do not guarantee the use of other fixing materials (keels, battens, screws, ...)

### Terms and conditions of the commercial warranty

- This commercial warranty applies in addition to the general sales conditions.
- The complaint must be made in written form and by registered mail within 20 days after the appearance of the defects.
- The complaint must be accompanied by a copy of the invoice and describe the defect in detail.
- Only the initial purchaser benefits from the BambooTouch® warranty under the conditions set out above. This warranty cannot be transferred to a subsequent purchaser.
- A complaint prior or concomitant to the installation will result in the replacement of the planks without any financial compensation.
- No complaint will be accepted if the product defect was visible and pre-existing, but the installation of the product was carried out in spite of this.
- The warranty does not cover damage to third parties.
- The warranty does not give any right other than that of replacement, to the exclusion of any compensation for any damage whatsoever.
- Should any defects appear after installation, PI Import SA reserves the right, at its discretion :
  - ✓ Or repair the defective planks ;
  - ✓ Or send replacement planks to the installer.
- The quantity of planks covered by the warranty and therefore eligible for replacement or repair is degressive up to 10% per year. (Domestic use)
- If the product is no longer followed in the range, the product will be replaced by an equivalent/same product from the BambooTouch® Composite Decking range.
- A claim does not imply an increase in the duration of the warranty.
- The costs of disassembly and installation, as well as other incidental costs, such as transport costs, are not covered by the warranty.

This warranty replaces and supersedes all previous warranties issued by PI Import SA on its BambooTouch® Composite Decking products.