

PI IMPORT Sa guarantees the BambooTouch® Ceylon and Espresso solid decking and cladding for 25 years (private use) and 10 years (commercial use) from the date of purchase and under the following conditions:

The following warranty conditions apply to all products in the BambooTouch® outdoor solid range.

The present warranty conditions are applicable to the **commercial warranty** offered by BambooTouch® for possible manufacturing defects.

The **commercial guarantee** is offered in addition to the legal guarantee 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 guarantee only covers hidden defects specific to the goods and in no case the defects which would come from the installation or the handling of the product.

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

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

- This commercial warranty covers only the **production defects** in this product.
- Not exhaustively, are thus excluded from this warranty the defects resulting from :
  - ✓ Improper storage, inappropriate use, accident, insect attack, acts of nature, external damage.
  - ✓ Color changes, light discoloration, surface cracks caused by moisture, deformations.
  - ✓ Damage caused by improper installation, inadequate cleaning (e.g. using a Kärcher...), lack of maintenance of the saturation layer.
  - ✓ Negligence.
  - ✓ Natural wearing and normal deterioration.
- The use of other fastening materials (joists, beams, screws, etc.) automatically excludes the product warranty.
- Failure to comply with applicable standards, the installation guide and/or technical data sheets and/or installation, maintenance and cleaning instructions will automatically result in the exclusion of the warranty.
- PI Import Sa reserves the right to call an expert to conduct an independent investigation. In the event that PI Import SA should not be held responsible, the cost of evaluation will be charged to the customer.
- BambooTouch® Outdoor Solid is a natural product which, as a result, may have color differences and evolve over time. The color may change despite maintenance. Discoloration is a normal and natural phenomenon common to all outdoor woods. Discoloration will not be a cause for complaint.
- The surface may have a rough appearance and small cracks, gouges and splinters may appear. This is caused by permanent expansion and contraction due to climate variations (dry, wet, hot, cold). This phenomenon is common to all woods and is not a cause for complaint.
- There may be slight dimensional changes in the planks after installation. This phenomenon is common to most woods and is not a cause for complaint.

#### Conditions of execution of the commercial warranty, installations and maintenance

- The warranty will only apply if the material has been installed according to the instructions of PI Import SA and if the installations has been performed in accordance with the rules in force, the installation guide and/or technical sheets and installations 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 data sheets 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 for improper installation and/or inadequate maintenance.
- Our planks, joists and accessories (clips...) are guaranteed. We do not guarantee the use of other fixing materials (joist, beams, 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 stated above. This warranty cannot be transferred to a subsequent purchaser.
- A complaint prior or during the installation will result in the replacement of the planks without any financial compensation.
- No claim will be accepted if the product defect was pre-existing and visible but the installation 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 the replacement, to the exclusion of any compensation for any damage incurred.
- If 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 thus eligible for replacement or repair is degressive up to 4% per year (domestic use) or 10% per year (commercial use).
- If the reference is no longer available in the range, it will be replaced by an equivalent/same range from the BambooTouch® Outdoor solid range.
- A claim does not imply an increase of the warranty period.
- The costs of removal and installation, as well as other related 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 the BambooTouch® Outdoor Solid products.