



aMbooo® Limited Warranty

aMbooo warrants to the original purchaser ("Purchaser") that its products shall be free from material defects in workmanship provided that it has been installed and maintained according to our recommendations. Also covered under this warranty it will not suffer structural damage due to rot, decay or termites for the period of time listed below. This warranty does not cover product stored in warehouse or onsite.

The term of this warranty shall be twenty five (25) years from the date of original purchase for a residential application, and ten (10) years from the date of original purchase for a commercial application. A residential application is defined as an installation at a single-family or multi-family residence if there are individual decks and commercial application shall refer to any installation of the Product other than individual residences or in common areas of such

This warranty shall not cover, and aMbooo shall not be responsible for, costs and expenses incurred with respect to the removal of the defective Products or the installation of replacement materials, including but not limited to labor and freight.

If a defect occurs within the warranty period, Purchaser shall notify aMbooo in writing and upon confirmation by an authorized aMbooo representative of the defect, aMbooo's sole responsibility shall be, at its option, to either supply to the Purchaser sufficient quantity of replacement material to replace the defective item or refund that portion of the purchase price paid by Purchaser for such defective items (not including the cost of its initial installation or replacement).

With aMbooo installation and use, please remember:

In addition to following ALL of aMbooo's Installation Instructions, you must follow these important guidelines:

- Keep adequate ventilation underneath the deck with a minimum clearance of 2" between the bottom of the deck and the ground.
- Ensure deck slopes 1-2 degrees from level in order to shed water.
- After installation an additional application of aMbooo oil is recommended.

aMbooo is a natural product that performs and weathers much like dense tropical hardwood. Please expect the following

- As a forest product, aMbooo will have natural variation in color, grain and appearance from piece to piece.
- aMbooo is composed principally of natural bamboo fiber and will age and silver just like real wood if left un-protected by oiling. It may surface splinter and check just like real wood. To minimize, it is highly recommended that after installation another application of aMbooo oil is applied
- Cross cutting boards makes them susceptible to end checking based on differing climates and therefore cross cut ends also require a coat of aMbooo oil
- The aMbooo surface will become rougher with grain/fiber raise as a result of weathering and outdoor seasonal changes – as with all exterior wood.



- Checking (minor cracks) on the surface and on the ends of the boards can arise from extreme weather, in particular intense sun and dryness – just like with all exterior wood.
- Re-oiling the surface periodically with aMbooo oil will mitigate these occurrences
- Cupping of the material and other dimensional changes can occur after installation from extreme weather (in particular intense sun and dryness). Excessive movement is defined as buckling or twisting of individual boards in excess of 1/2" or the warping of individual boards in excess of 1/4" – the industry standard for wood building material.

THIS WARRANTY SHALL NOT COVER AND aMbooo SHALL NOT BE RESPONSIBLE FOR COSTS AND EXPENSES INCURRED WITH RESPECT TO THE REMOVAL OF DEFECTIVE aMbooo PRODUCTS OR THE INSTALLATION OF REPLACEMENT MATERIALS, INCLUDING BUT NOT LIMITED TO LABOR AND FREIGHT.

To make a claim under this limited warranty, Purchaser, or the transferee, shall send to aMbooo, within the warranty period referred to above, a description and photos of the claimed defect and proof of purchase. Please send to the following email address: warranty@ambooousa.com

aMbooo, or its appointed agent, reserves the right to inspect the deck to verify its condition.

aMbooo does not warrant against and is not responsible for, and no implied warranty shall be deemed to cover, any condition attributable to:

Improper installation of aMbooo products and/or failure to abide by aMbooo's installation guidelines, including but not limited to:

- Use of aMbooo products beyond normal use and service conditions, or in an application not recommended.
- Movement, distortion, collapse or settling of the ground or the supporting structure on which aMbooo products are installed.
- Any act of God (such as flooding, hurricane, earthquake, lightning, etc.)
- Environmental conditions such as air pollution, mold, mildew, etc., or staining from foreign substances such as dirt, grease, oil, etc. Please note: Should dusts and pollens build up on your aMbooo, these become a food source for molds and mildew to grow in and their waste products will stain the surface. Please keep your aMbooo clean as we do not warrant against these types of staining and degrade. Mold and mildew will not grow in/on aMbooo itself but will in/on the dusts/pollens. Dusts, pollens, mold and/mildew could also stain surfaces where it's gathered.
- Normal weathering defined as exposure to sunlight, weather and atmosphere that can cause color change, checking, grain raise/splintering, cupping and other forms of dimensional movement within generally accepted industry



standards for wood. To avoid color change and extensive weathering, you must periodically apply aMbooo oil as required.

- Variations in color/grain of aMbooo products.
- Variations and fading over time, or wear from foot traffic, of stain colors all of which require periodic recoating in order to maintain.
- Improper handling, storage, abuse or neglect of aMbooo products by Purchaser including but not limited to denting, staining, gouging, burning and staining.
- Ordinary wear and tear.

No person or entity is authorized by aMbooo to make, and aMbooo shall not be bound by, any statement or representation as to the quality or performance of aMbooo products other than as contained in this warranty. This warranty may not be altered or amended except in a written instrument signed by aMbooo and Purchaser.

UNDER NO CIRCUMSTANCES WILL aMbooo 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 aMbooo'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.

Some States do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. This warranty gives you specific legal rights, and you may also have other rights that vary from State to State