

Warranty Instruction

1. Scope of the Warranty

1.1 This warranty is limited to the original purchaser of Chambroad panel products purchased from Shandong Chambroad Timber Material Co., Ltd. licensor (the "Chambroad Timber").

1.2 The Warranty covers all Chambroad panel (hereinafter referred to as Chambroad products). Chambroad Timber warrants that all Chambroad products are produced to specifications described in the Product Technical Data Sheets issued by Chambroad Timber are valid at the time of purchase.

1.3 Damage covered by the warranty

1.3.1 Subject to the conditions set out herein, Chambroad Timber warrants that from the date of delivery as stated on the invoice and for a Warranty Period following delivery as defined below, the Chambroad Products applied will not be damaged by decay caused by wood decay basidiomycete fungi and the wood destroying fungi Coniophora puteana, Trametes (Coriolus), Pleurotus ostreatus so that the Chambroad Products do not perform according to their intended function.

1.3.2 Chambroad Timber guarantees the delamination of Chambroad products.

1.3.3 Warranty Period

Chambroad products: 20 years.

2. Remedy

Chambroad Timber shall, at its own option, either re-deliver or compensate by cash payment, any Chambroad product affected by damage described as cause for remedy above. Any cash compensation shall be limited to the value of the original invoice for the purchase.

3. Conditions

This Warranty shall be subject to the following terms and conditions:

3.1 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 deck, these become a food source for molds and mildew to grow in and their waste products will stain the Chambroad. Please keep your panel clean as we do not warrant against these types of staining and degrade. Mold and mildew will not grow in/on Chambroad itself but will in/on the dusts/pollens.

3.2 Claims must be made in writing to Chambroad Timber within 30 days after discovery of suspected damage, accompanied by this original Certificate of Warranty, copies of the relevant receipt (s), a statement describing the damage and photographs showing the suspected damage. Discovery is defined as the point in time when the suspected damage was discovered, or should have been discovered, by the Owner/Original Purchaser.

3.3 Chambroad Timber reserves the right to inspect the Chambroad products prior to any authorisation by Chambroad Timber of any replacement, financial repair or other remedy under this Warranty. From the date a potential claim is detected, the claimant must take all reasonable steps to protect the Chambroad product from further damage and all reasonable steps to mitigate potential losses caused by the suspected damage.

3.4 This Warranty does not cover any costs associated with removal of damaged Chambroad products or installation of replacement Chambroad products or any remanufacturing costs.

3.5 A claim does not lead to an extension of the warranty period.

3.6 Failure to follow these procedures may invalidate any claim under this Warranty.

4. Exclusions

4.1 Chambroad Timber is not liable for any incidental, economic, exemplary, special, punitive or consequential damage, whether direct or indirect, howsoever arising.

4.2 The statements in this Warranty constitute the only warranties given by Chambroad Timber, and all other express or implied warranties, including any implied warranties of merchantability or fitness or a particular purpose (save where arising under applicable product warranty laws that cannot be lawfully disclaimed) are expressly excluded.

4.3 Damage or defects resulting from or in any way attributable to the causes listed below is not covered by the Warranty:

- a. Improper storage, handling, installation or use of the Chambroad Product, including but not limited to any damage where good design and installation practices have not been followed;
- b. Misuse, neglect, alteration or abuse of the Chambroad Product;
- c. Settlement or structural movement and/or movement of materials to which the Chambroad Product is attached;
- d. Damage from incorrect design of any structure or where the maximum designed wind loads are exceeded for any structure;
- e. Acts of God, such as inter alia hurricane, tornado, hail, earthquake, flood or other severe weather or natural phenomena;
- f. Any cause other than manufacturing defects attributable to Chambroad;
- g. Chambroad panel is a natural forest product, which can vary in color, grain and appearance. Color can change over time depending on the maintenance schedule. Color change can not be a reason to make a claim.
- h. Small cracks on the surface and ends may be caused by the product being exposed to the effects of outdoor heat and humidity. This phenomenon is normal for most wood species and can not be a reason to make a claim.
- i. The surface sides of the panels can get rougher over time as a result of constant shrink and swell of the panels due to dry and wet climate periods. This phenomenon is normal for most wood species and can not be a reason to make a claim.
- j. Slight dimensional change or cupping of the boards can occur after installation. This phenomenon is normal for most wood species and can not be a reason to make a claim.
- k. The guarantee applies only to the original purchaser and can not be transferred.

5. Contact

Manufacturer can be contacted by writing to The General Manager at Shandong Chambroad Timber Material Co., Ltd.

Add: Economic Development Zone, Boxing County, Shandong Province, China 256500

Email: info@chambroad.com

6. Governing Law and Disputes

This Warranty is governed by the laws of China and any disputes relating to this Warranty shall be subject to the exclusive jurisdiction of the courts of China or to arbitration at the discretion of Manufacturer.

Date of writing: 202403