

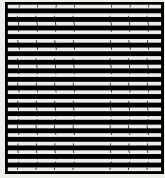
# BAMBOO BLINDS

WARRANTY  
TERMS & CONDITIONS

NATURAL | ORGANIC

WARRANTY T&C

DOCUMENT	REVISION	SUPPLIER
Bamboo Blinds Warranty	02 - 4/12/2024	House of Bamboo 13 Erith Street, Botany, NSW 2044



# BAMBOO BLINDS

## WARRANTY TERMS & CONDITIONS

### PRODUCT TERMS & CONDITIONS

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The bamboo material photos displayed on our website serve as an indication of colour. However, due to variations in lighting, viewing equipment, and the photography process, there may be inaccuracies. We recommend using these images as a guide and encourage you to contact us for an in-home or on-site appointment, or visit our showroom to view our full range of materials in person.

Please be aware that bamboo is a natural product, and as such, shades and textures may vary depending on the substrate, batch, grain width, and natural features within the same species. These variations occur naturally and are part of the unique appeal of bamboo. We urge customers to select materials by viewing them in person, ideally in the location where they are to be installed. Contact us to arrange a on-site measure and quote.

### 3-YEAR PRODUCT & INSTALLATION WARRANTY

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Our 3-year warranty is comprehensive, covering both the product and installation. This warranty reflects the quality of our entire range and includes all working parts on blinds supplied by us. The warranty has a few exclusions:

- Goods ordered and supplied outside of standard specifications or price grids.
- Alterations not carried out by House of Bamboo.
- Incorrect installation, fitting instructions by House of Bamboo not performed.
- Movement of the structure in which the product is installed or to which it is attached.
- Damage caused by wind and storms.
- Development of mould and mildew, especially under the humid conditions typically found in parts of NSW and Queensland. Despite our exterior bamboo blinds being treated with a wash followed by an anti-fungal treatment, local atmospheric conditions may still provide an ideal environment for mould and/or mildew to develop. Therefore, we cannot offer a warranty against the build-up of mould/mildew in bamboo materials.

### DISCLAIMER

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#### **Tie Downs:**

We do not recommend the use of tie downs. If the bamboo blind is attached at the top and at the bottom for long periods or during windy conditions, the stitching will stretch and eventually break. If tie downs are required, they should only be used in light winds.

By placing an order for a standard or custom item(s), which House of Bamboo has specifically ordered for you, you acknowledge and confirm your acceptance of these terms. Products cannot be returned except in cases where they are structurally faulty.

Remember, every piece of bamboo is different – that's nature's guarantee. Variations will occur, and all samples should be viewed as indicative only.

## WARRANTY COVERAGE DETAILS

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Our 3-year warranty is comprehensive, covering both the product and installation. This warranty reflects the quality of our entire range and includes all working parts on blinds supplied by us. The warranty has a few exclusions:

- 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, House of Bamboo 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 product from our 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..

AREA OF APPLICATION	WARRANTY PERIOD
Internal Application	3 Years
External Application	3 Years

## WARRANTY CONDITIONS

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### Warranty Conditions

This warranty is subject to the following terms and conditions:

**Environmental Conditions:** Issues such as air pollution, mould, mildew, or staining from foreign substances (e.g., dirt, grease, oil, etc.) are not covered. Please note that dust and pollen can accumulate on your HOB products, providing a food source for mould and mildew, which may result in staining. It is essential to keep your products clean, as we do not warrant against such staining or degradation. While mould and mildew will not grow on HOB products themselves, they can grow on the dust and pollen that may settle on them.

**Claims Procedure:** All claims must be made in writing to House of Bamboo within 30 days of discovering suspected damage. The claim should include this original Certificate of Warranty, copies of relevant receipts, a statement describing the damage, and photographs showing the suspected damage with the installation date. Discovery is defined as the time when the damage was noticed or should have been noticed by the Owner/Original Purchaser.

**Inspection Rights:** House of Bamboo reserves the right to inspect HOB products before authorising any replacement, financial repair, or other remedies under this warranty. From the moment a potential claim is detected, the claimant must take all reasonable steps to protect the HOB product from further damage and to mitigate potential losses.

**Installation and Maintenance:** All warranties are valid only if the HOB Installation Guidelines, User Maintenance Guidelines, and other HOB product documents valid at the time of purchase are observed and followed during handling, storage, installation, and use. Failure to install HOB products in accordance with HOB instructions will invalidate this warranty.

**Coverage Exclusions:** This warranty does not cover any costs associated with the removal of damaged HOB products, the installation of replacement HOB products, or any remanufacturing costs.

## WARRANTY CONDITIONS

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Warranty Period: A claim does not extend the warranty period.

Procedure Compliance: Failure to follow these procedures may invalidate any claim under this warranty.

### Exclusions

Liability Limitations: House of Bamboo is not liable for any incidental, economic, exemplary, special, punitive, or consequential damages, whether direct or indirect, however arising.

Exclusive Warranties: The statements in this warranty constitute the only warranties given by House of Bamboo. All other express or implied warranties, including any implied warranties of merchantability or fitness for a particular purpose (except where arising under applicable product warranty laws that cannot be lawfully disclaimed), are expressly excluded.

Non-Covered Damages: Damage or defects resulting from, or in any way attributable to, the following causes are not covered by this warranty:

- Improper storage, handling, installation, or use of the HOB products, including any damage where good design and installation practices have not been followed.
- Misuse, neglect, alteration, or abuse of the HOB products.
- Settlement or structural movement and/or movement of materials to which the HOB product is attached.
- Damage resulting from incorrect design of any structure or where the maximum designed wind loads are exceeded.
- Acts of God, such as hurricanes, tornadoes, hail, earthquakes, floods, or other severe weather or natural phenomena.
- Any cause other than manufacturing defects attributable to HOB products.
- HOB products are natural forest products, which can vary in colour, grain, and appearance. Colour changes over time depending on the maintenance schedule. Colour change cannot be a reason to make a claim. Small cracks on the surface and on the ends of the boards can arise from the different drying characteristics of the surface and cross-cut ends. This phenomenon is normal for most wood species and cannot be a reason to make a claim.
- Small cracks on the surface and ends of the boards may arise due to varying drying characteristics. This is normal for most wood species and cannot be a reason for a claim.
- The surface sides of the boards may become rougher or splinter over time due to constant shrinkage and swelling caused by dry and wet climate periods. This is normal for most wood species and cannot be a reason to make a claim.
- Slight dimensional changes or cupping of the boards may occur after installation. This is normal for most wood species and cannot be a reason to make a claim.
- The warranty applies only to the original purchaser and cannot be transferred to third parties.

## SETTLEMENT OF THE WARRANTY

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The claim must be made in writing, within 30 days, to House of Bamboo, Sydney Head Office, 13 Erith Street, Botany NSW 2019. Email [info@houseofbamboo.com.au](mailto:info@houseofbamboo.com.au). Tel: 1300 665 703. A valid warranty claim must include photographs of the fault, a full description of the fault, proof of purchase and date fault was discovered.

House of Bamboo reserves the right to check the claimed fault prior to entering into warranty settlement discussions.

## STATEMENT OF RESPONSIBILITY

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This publication's technical information and application suggestions are based on the best of our current knowledge. Since the material provided here is general in nature, no guarantee of correctness, dependability, or completeness—either expressed or implied—is offered, save as required by Commonwealth or State law. Moreover, no assumption can be made regarding a product's suitability for a given use or application. The responsibility of verifying that products are appropriate for the purposes for which they are intended falls on the owner, his agent, or the contractor.

## TALK TO US ABOUT THE BAMBOO YOU NEVER KNEW

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	International: (+61)2 9666 5703
For General Enquiries	<a href="mailto:info@houseofbamboo.com.au">info@houseofbamboo.com.au</a>
For any Upcoming Projects	<a href="mailto:projects@houseofbamboo.com.au">projects@houseofbamboo.com.au</a>
Address	13 Erith Street, Botany NSW 2019
Opening Hours	Monday to Friday: 8:00am - 4:00pm
	Saturday: 9:00am - 1:00pm
	Sunday: Closed
Website	<a href="https://www.houseofbamboo.com.au/">https://www.houseofbamboo.com.au/</a>
Follow Us on Instagram	<a href="https://www.instagram.com/house.of.bamboo.australia">@house.of.bamboo.australia</a>

