



SYMPHONY SERIES

HOB WARRANTY

WARRANTY

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

WARRANTY



SYMPHONY SERIES WARRANTY

BAMBOO VARIATION DISCLAIMER

Every piece of bamboo is unique, reflecting nature's promise of diversity. As a natural material, bamboo exhibits variations in colour, texture, grain width, and natural features, even within the same batch of the same species. At House of Bamboo, we embrace these variations, understanding that each piece we supply will have its own distinct characteristics from job to job and sample to sample. All samples should be viewed as indicative only.

Much like hardwoods, the rich tones of caramelised bamboo will gradually fade over time. Conversely, lighter tones, such as natural bamboo, tend to deepen. The extent and rate of these changes depend on the duration and intensity of UV light exposure.

Tinted or stained bamboo may also display minor differences within each panel. These variations are part of the inherent beauty of natural materials and should not be considered faults. If you have any concerns, please raise them with House of Bamboo prior to installation.

CARBON NEUTRAL

Bamboo grows quickly and replenishes itself roughly every five years. It is picked carefully and used to make a variety of building materials. Carbon is caught throughout the production process and stored for the life of the product. Since HOB products can be burned as fuel at the end of their useful lives without emitting harmful emissions, they are carbon-negative and promote a circular economy. To learn more about HOB goods' remarkable sustainability, go to our website at <https://www.houseofbamboo.com.au>.

WARRANTY CONDITIONS

To be able to make use of the warranty the product must be installed according to the installation recommendations. House of Bamboo installation recommendations are to be noted by the purchaser before installing. No claims can be accepted in cases of incorrect installation.

SETTLEMENT OF WARRANTY

- 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. 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.

WARRANTY

- 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	7 Years
External Application	5 Years

WARRANTY CONDITIONS

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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

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.

TALK TO US ABOUT THE BAMBOO YOU NEVER KNEW

Phone:	Local or Interstate: 1800 240 996 International: (+61)2 9666 5703
For General Enquiries	info@houseofbamboo.com.au
For any Upcoming Projects	projects@houseofbamboo.com.au
Address	13 Erith Street, Botany NSW 2019
Opening Hours	Monday to Friday: 8:00am - 4:00pm Saturday: By Appointment Sunday: Closed
Website	https://www.houseofbamboo.com.au/
Follow Us on Instagram	@houseofbambooustralia

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