ALUMINUM BAMBOO LIMITED WARRANTY: PREMIUM COATING

10-year limited warranty — aluminum bamboo tubes and weaving strips, premium coating

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ONETHATCH® aluminum bamboo with the premium coating carries a 10-year limited warranty against coating failure and corrosion. Aluminum bamboo with the standard coating has its own 6-year warranty.

Products covered: ONETHATCH aluminum bamboo round tubes, baffle and ceiling tubes and weaving strips in the premium coating, as stated on the invoice, and the accessories we supply with them.

Warranty period	Color coverage	Covered	Register
10 years	**Not covered**	**Coating failure and corrosion**	**Within 30 days of installation**

1. Who gives this warranty and who it covers

XIAMEN JINYANG INDUSTRIAL CO., LTD. ("Jinyang Industrial", "we", "us"), the manufacturer and owner of the ONETHATCH® brand, gives this limited warranty to the Original Owner only.

- **Original Owner:** the owner of the building or property where the Product is installed, at the time it is installed.
- **Product:** the ONETHATCH aluminum bamboo listed above, bought new from Jinyang Industrial or an authorized ONETHATCH distributor and named on the invoice with its coating.
- **Start Date:** the date set in Section 3.
- **Warranty Period:** 10 years, counted from the Start Date.
- **Defect:** a failure listed in Section 2.

2. What this warranty covers

We warrant to the Original Owner that, during the Warranty Period and under normal use, the Product will be free from these Defects:

1. **Coating failure:** peeling, flaking or blistering of the factory coating.
2. **Corrosion** that perforates or weakens the aluminum.

Color change of the coating is not covered (Section 6.6).

We decide, acting reasonably, whether a Defect exists, by inspection and, where needed, by testing samples in our laboratory or an independent laboratory we choose.

3. Warranty period and start date

The Warranty Period is 10 years. It starts on the date installation of the Product is completed (the Start Date), and no later than 12 months after the date of the invoice.

- Replacement Product supplied under this warranty is covered only for the rest of the original Warranty Period.
- A repair or replacement does not extend or restart the Warranty Period.

4. Conditions of coverage

This warranty applies only when every condition below is met.

1. **Purchase and payment.** The Product was bought new from Jinyang Industrial or an authorized ONETHATCH distributor and has been paid for in full.
2. **Registration.** The Product is registered at onethatch.com/warranty-registration/ within 30 days of the Start Date, with proof of purchase and at least three photos of the completed installation from different angles.
3. **Installation.** A competent contractor installed the Product following the ONETHATCH installation instructions in effect at the time and all applicable building codes, with the brackets, rods and fixings we specify or approve.
4. **Intended use.** The Product is used as decorative ceilings, screens, cladding and architectural features. It is not used to carry structural loads unless the design was engineered for the project and confirmed by us in writing.
5. **Care.** The Product is cleaned with fresh water and mild soap as needed. In coastal and pool areas it is rinsed regularly to remove salt and chlorine deposits.
6. **Original site.** The Product stays where it was first installed.
7. **No unapproved changes.** The Product has not been cut, drilled, bent or recoated other than as our instructions describe, unless we approved the change in writing.

5. What we will do

If we confirm a covered Defect, we will, at our option, either supply replacement product for the defective pieces ("Replacement Product"), the same as or substantially similar to the original as we determine, or refund the price paid for those pieces.

Our share follows the table below. While our share is 100%, Replacement Product is free of charge. After that, you may buy Replacement Product at our standard price at the time of the claim, reduced by our share; a refund equals the price paid times our share. Our total responsibility never exceeds the price originally paid for the defective pieces.

Year of the Warranty Period	Our share
Years 1–5	100% (free replacement)
Year 6	50%
Years 7–10	5% less each year: 45% in year 7, down to 30% in year 10

- **Color match.** Replacement Product will match the original as closely as practical. Product that has weathered in place will look different from new product, so an exact match is not guaranteed.
- **Discontinued products.** If the original product is no longer made, we may supply a product of similar quality, profile and color.
- **Costs not included.** Our remedy covers the Replacement Product or refund only (Section 6.1).

6. What this warranty does not cover

This warranty does not cover, and we are not responsible for:

1. **Costs beyond the product:** labor, removal, reinstallation, shipping, freight, duties, taxes, insurance, scaffolding or access equipment, permits, or any cost other than the Replacement Product itself.
2. **Installation, handling and storage:** scratches, dents and coating damage from installation, handling, transport or storage, and installation that does not follow our instructions or local codes.
3. **The structure and other materials:** failure or movement of the building, ceiling grid, framing, brackets, rods or fixings not supplied by us, and damage they cause to the Product, including corrosion from contact with other metals.

4. **Severe weather and natural events:** hurricanes, typhoons, cyclones, tornadoes, tropical and named storms, wind-borne debris, hail, lightning, flood, earthquake, and other acts of God or force majeure.
5. **Fire and heat:** fire, flame, smoke or excessive heat. Aluminum bamboo is non-combustible, but its coating can be damaged by heat.
6. **Color change and weathering:** gradual color change, fading and changes in gloss of the coating.
7. **Surface deposits and staining:** dirt, salt, chlorine, pollution, mold, algae, bird droppings and run-off from other materials, and corrosion caused by deposits that were not cleaned off.
8. **Chemicals and cleaning:** chemicals, solvents, paints, sealants, pesticides, acids, alkalis, harsh or abrasive cleaners, and pressure washing.
9. **Damage and misuse:** impact, vandalism, misuse, abuse, loads hung from the Product, climbing, animals and birds.
10. **Wrong use or changes:** Product used outside its intended use (Section 4.4), or modified without our written approval.
11. **Special sales:** seconds, samples, display, used or clearance products, and products sold "as is".
12. **Fair wear and tear.**

7. How to make a claim

1. **Tell us in writing** within the Warranty Period and within 30 days of discovering the Defect. Email sales@onethatch.com, or write to the address in Section 10.
2. **Send with your claim:** proof of purchase showing the premium coating; your registration confirmation; the installation address and Start Date; the installer's name; a description of the Defect and when you noticed it; and clear photos of the Defect, the whole installation and its fixings.
3. **Allow inspection.** Let us or our representative inspect the installation, and send samples of the affected Product if we ask.
4. **Do not remove or repair first.** Apart from temporary measures to prevent further damage, do not remove, repair or replace the Product before we have reviewed the claim.
5. **Our decision.** We aim to give our decision in writing within 60 days of receiving a complete claim, and in any case within six months.

Claims that are late, that lack the information above, or that concern Product removed or repaired before our review are not covered.

8. Limitation of liability

- **Only warranty.** For Product bought on or after the date of this version, this is the only warranty. It replaces all earlier warranties and every other statement about warranty terms, including brochures, websites, emails, packaging and quotations.
- **Implied warranties.** To the extent the law allows, all other warranties, express or implied, including merchantability and fitness for a particular purpose, are excluded. Where an implied warranty cannot be excluded, it is limited to the Warranty Period.
- **Sole remedy.** The remedies in Section 5 are your only remedies under this warranty.
- **No indirect losses.** We are not liable for incidental, indirect, special or consequential damages, including loss of use, revenue or profit, business interruption, and damage to the building, its contents or other property.
- **Cap.** Our total liability is limited to the price paid for the defective Product.
- **Test results.** Fire and other test results in our literature describe laboratory tests under stated conditions. They do not guarantee performance in a particular installation and do not extend this warranty.
- **Your legal rights.** Some states and countries do not allow these limitations or exclusions, so they may not apply to you. This warranty gives you specific legal rights, and you may also have other rights that vary by location.

9. General terms

- **No transfer.** This warranty is personal to the Original Owner and cannot be transferred or assigned.

- **No changes by others.** Distributors, installers and our staff cannot change this warranty. Only a written statement signed by an authorized officer of Jinyang Industrial can.
- **Version.** The version of this warranty in effect on the date of purchase applies to the Product.
- **Language.** This warranty may be translated. If versions differ, the English version prevails.
- **Governing law.** This warranty is governed by the laws of the People's Republic of China. Disputes are settled by arbitration at the Xiamen Arbitration Commission, unless the law of your country requires otherwise.
- **Severability.** If any part of this warranty is unenforceable, the rest remains in force.

10. Contact

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