



BAMBOO TORCH LIMITED WARRANTY

3-year limited warranty — ONETHATCH bamboo torches

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Issued by: Jinyang Industrial · ONETHATCH®

ONETHATCH® bamboo torches carry a 3-year limited warranty against sudden fading of the base color, rot or decay, and UV degradation.

Products covered: ONETHATCH bamboo torches made from recycled resin, in Sundried, Weathered and Brown.

Warranty period	Base-color coverage	Covered	Register
3 years	3 years	Sudden base-color fading, rot or decay, UV degradation	Within 30 days of delivery

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 purchaser only (the "Original Owner").

- **Product:** a ONETHATCH bamboo torch bought new from Jinyang Industrial, an authorized ONETHATCH distributor or the official ONETHATCH store on Amazon.
- **Start Date:** the date of delivery to the Original Owner.
- **Warranty Period:** 3 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 torch body will be free from these Defects:

1. **Sudden base-color fading:** a change of 50% or more in the overall L*, a* and b* values of the base color. It is measured on a cleaned, exposed surface with a colorimeter or spectrophotometer (ASTM D2244) and compared with an unexposed sample of the same product and color.
2. **Rot or decay** of the torch material.
3. **UV degradation:** deterioration caused by sunlight that makes the torch crack, become brittle or break under normal use.

The base color is compounded into the resin and runs all the way through it. Gradual, even color change below the limit above and changes in gloss are normal weathering, not a Defect.

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. Conditions of coverage

This warranty applies only when every condition below is met.

1. **Purchase.** The torch was bought new from one of the sellers in Section 1 and has been paid for in full.
2. **Registration.** The torch is registered at onethatch.com/warranty-registration/torch/ within 30 days of the Start Date, with the order number, a copy of the invoice and at least three photos of the torches as set up.
3. **Use.** The torch is used outdoors as a decorative torch, set firmly upright in the ground or on a suitable mount, with citronella or standard tiki-torch oil, following the instructions supplied with it.
4. **Safety.** A lit torch is never left unattended, and it is kept well away from thatch, umbrellas, foliage, buildings and anything else that can burn.
5. **Care.** The torch is kept clean, its canister is refilled without spilling and its wick is replaced as needed.
6. **No changes.** The torch has not been cut, drilled, painted or modified.

4. What we will do

If we confirm a covered Defect, we will, at our option, either supply a replacement torch, the same as or substantially similar to the original as we determine, or refund the price paid for the defective torch. Our total responsibility never exceeds the price originally paid for it.

- **Replacement period.** Replacement is free of charge for the full 3 years.
- **Color match.** A torch that has weathered outdoors will look different from a new one, so an exact match is not guaranteed.
- **Discontinued products.** If the original color or model is no longer made, we may supply a product of similar quality, style and color.
- **Costs not included.** Our remedy covers the replacement torch or refund only (Section 5.1).

5. What this warranty does not cover

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

1. **Costs beyond the product:** shipping, return postage, duties, taxes, insurance, or any cost other than the replacement torch itself.
2. **Consumable parts:** oil canisters, fiberglass wicks, snuffer caps and other parts meant to be replaced in normal use.
3. **Fire and heat damage:** scorching, melting or discoloration from the torch's own flame, overfilling, spilled fuel, the wrong fuel, or nearby fires, grills and heaters.
4. **Severe weather and natural events:** storms, strong winds, wind-borne debris, hail, lightning, flood and other acts of God or force majeure.
5. **Normal weathering:** gradual and even color change and changes in gloss.
6. **Surface growth and staining:** dirt, soot, smoke, mold, algae and staining from fuel, sap, sprinklers or bird droppings.
7. **Chemicals and cleaning:** solvents, paints, pesticides, harsh or abrasive cleaners, and pressure washing.
8. **Damage and misuse:** impact, falls, vandalism, misuse, abuse, animals, and use indoors or as anything other than a decorative outdoor torch.
9. **Special sales:** seconds, samples, display, used or clearance products, and products sold "as is".
10. **Natural-look variation:** differences in color, texture and node pattern between torches or production lots, which are part of the natural look.
11. **Fair wear and tear.**

6. 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.
2. **Send with your claim:** your order number and invoice; your registration confirmation; a description of the Defect and when you noticed it; and clear photos of the Defect and the whole torch.
3. **Return if asked.** Send the affected torch back to us if we ask.

4. **Our decision.** We aim to give our decision in writing within 30 days of receiving a complete claim.

Claims that are late or that lack the information above are not covered.

7. Limitation of liability

- **Only warranty.** For torches 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 listings, brochures, websites, emails and packaging.
- **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 4 are your only remedies under this warranty.
- **No indirect losses.** We are not liable for incidental, indirect, special or consequential damages, including injury or damage to property caused by fire or fuel.
- **Cap.** Our total liability is limited to the price paid for the defective torch.
- **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.

8. General terms

- **No transfer.** This warranty is personal to the Original Owner and cannot be transferred or assigned.
- **No changes by others.** Sellers, distributors 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 torch.
- **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.

9. Contact

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