



SYNTHETIC BAMBOO LIMITED WARRANTY

20-year limited warranty — poles, slats, split bamboo, panels and pelupuh

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ONETHATCH® synthetic bamboo carries a 20-year limited warranty against rot or decay, delamination and UV degradation, with base-color coverage for the first 10 years.

Products covered: ONETHATCH synthetic bamboo poles (threaded and one-length), slats, split bamboo and half-rounds, bamboo panels and interlocking panels, and pelupuh bamboo roofing, in standard (NFR) and FR versions. Bamboo fencing, woven matting, aluminum bamboo and bamboo torches have their own warranties.

Warranty period	Base-color coverage	Covered	Register
20 years	First 10 years	Rot or decay, delamination, UV degradation, base-color fading	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 synthetic bamboo listed above, bought new from Jinyang Industrial or an authorized ONETHATCH distributor and named on the invoice.
- **Start Date:** the date set in Section 4.
- **Warranty Period:** 20 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. **Rot or decay** of the Product material.
2. **Delamination:** separation or peeling of layers of the Product material over more than 45% of the exposed surface of an affected piece.
3. **UV degradation:** deterioration caused by sunlight that makes the Product crack, become brittle or break under normal use, equal to a loss of 50% or more of its original design properties.
4. **Base-color fading:** within the first 10 years, 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.

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. Color: base color only

The color warranty covers the Base Color of the material only. Surface Finishes are decorative and are expected to weather.

- **Base Color:** the color compounded into the ASA material itself, which runs all the way through it.
- **Surface Finish:** any printed, painted, transferred or hand-applied texture, grain, streak, node detail, highlight or weathering accent over the Base Color.

Sun, rain, salt air, wind-blown sand, cleaning and everyday contact gradually soften, wash or polish Surface Finishes away, revealing more of the Base Color. Like natural bamboo, synthetic bamboo mellows into a softer, weathered look over time. This is normal weathering, not a Defect.

The color warranty therefore does not cover:

- any change to a Surface Finish;
- gradual, even change of the Base Color below the limit in Section 2;
- changes in gloss or sheen;
- differences in color or tone between pieces, production lots, or areas with different exposure to sun and weather.

4. Warranty period and start date

The Warranty Period is 20 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.

- Base-color coverage runs for the first 10 years from the same Start Date.
- 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.

5. 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, on a sound, properly designed supporting structure, with the fixings we specify. Pelupuh is installed over a solid deck with a waterproof membrane.
4. **Intended use.** Synthetic bamboo is decorative. It is used only as cladding, screening, ceiling, roofing (pelupuh) and finishing material, never as a load-bearing member. A structural post needs separate metal reinforcement designed and confirmed for the project.
5. **Care.** The Product is inspected at least once a year and after severe weather, cleaned of dirt and debris, and any loose pieces are re-secured promptly.
6. **Original site.** The Product stays where it was first installed.
7. **No unapproved changes.** The Product has not been modified or altered, other than normal cutting and fitting during installation as our instructions describe, unless we approved the change in writing.

6. 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 1–10	100% (free replacement)
Year 11	50%
Years 12–20	5% less each year: 45% in year 12, down to 5% in year 20

- **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, style and color.
- **Costs not included.** Our remedy covers the Replacement Product or refund only (Section 7.1).

7. 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:** damage from improper installation, handling, transport or storage, such as product stored in direct sun, in the wet or under heavy loads before installation, or installation that does not follow our instructions or local codes.
3. **The structure and other materials:** failure, movement or settling of the building, frame, posts, walls, battens, deck, membranes, fasteners or any other material not supplied by us, and damage they cause to the Product.
4. **Load-bearing use:** any failure of Product used to carry structural loads, people, or anything beyond its own weight as decorative material.
5. **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.
6. **Fire and heat:** fire, flame, smoke or excessive heat, including heat from grills, heaters, fire pits, chimneys or torches placed too close, and sunlight concentrated by reflective glass or surfaces. FR versions are made to meet the fire classification in their test reports; they are not fireproof.
7. **Normal weathering:** the gradual weathering of Surface Finishes, gradual and even color change, and changes in gloss (Section 3).
8. **Surface growth and staining:** dirt, mold, mildew, algae, moss and lichen, and staining from pollution, sap, rust, bird droppings or run-off from other materials.
9. **Chemicals and cleaning:** chemicals, solvents, paints, coatings, sealants, pesticides, harsh or abrasive cleaners, and pressure washing.
10. **Damage and misuse:** impact, vandalism, misuse, abuse, foot traffic, climbing, animals, birds and insects.
11. **Water:** leaks, water infiltration and condensation through any roof, wall or ceiling, and any damage they cause to the structure, its contents or other property.
12. **Wrong use or changes:** Product used outside its intended use (Section 5.4), or modified without our written approval.
13. **Special sales:** seconds, samples, display, used or clearance products, and products sold "as is".
14. **Natural-look variation:** differences in color, texture, node pattern, shape and size between pieces or production lots, which are part of the natural look.
15. **Fair wear and tear.**

8. 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 11.
2. **Send with your claim:** proof of purchase; 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.

9. 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 6 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, UV 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.

10. 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.

11. Contact

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