

MOSO® Bamboo Solid Panel & Beam

warranty

MOSO® International BV guarantees the construction and the glueing of the individual layers for a period of 30 years from the date of purchase in accordance with the following provisions:



- This warranty does not cover damage caused by misuse, accidents, insect infestation, force majeure and damage caused by other, in normal indoor residential unusual circumstances.
- Also not covered are purely visual impairments such as imprints, joints, discoloration by light, seasonal climaterelated deformation or wear of the surface coating. Damage resulting from improper processing, maintenance, cleaning or maintenance of the surface, mechanical or chemical damage or damage caused by moisture effects are also excluded from this warranty.
- This warranty statement supersedes all previous statements; the granting of the manufacturer's warranty applies only to the current version.

scope

- The guarantee extends to A-grade products and to the exclusive use in normal indoor used spaces.
- The guarantee applies only to application in normal use. Normal use includes, among other things, application of the product in the function for which it was designed.
- The guarantee applies only to the original purchaser and can not be transferred.

warranty conditions

To make use of the warranty the following conditions must be fulfilled.

- Proper Installation: Please read carefully, before processing the material, our [Panel & Veneer processing instructions](#). You can find these on the internet at: www.moso-bamboo.com/. No claims can be made in case of improper processing!

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 using the material, faulty panels or beams are replaced free of charge. No claims can be made 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, MOSO International BV 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 from the current range will be supplied.
- A claim does not lead to an extension of the warranty period.
- The cost for the replacement of material and other charges are not included in the warranty.

settlement of the guarantee

- The claim must be made in writing, within 30 days, to the MOSO® dealer / seller, a MOSO® subsidiary or directly to MOSO International BV, Adam Smithweg 2, 1689 ZW Zwaag, the Netherlands.
- MOSO International BV reserves the right to check the claimed damage, after appointment, on site.