

aMboo Decking Guarantee

Castle Composites offers a 25-year guarantee subject to proper use and compliance with the installation instructions for gluing the decking in accordance with the following provisions:

Scope

The aMboo decking from Castle Composites is a natural product that can have a different look with respect to colour, grain and structure.

The colour will change over time, depending on weathering, usage and care. Colour changes are excluded from the warranty.

Cracks can occur immediately or later, depending on the effects of weathering, installation and climate on the surfaces. Cracks are caused by swelling and shrinking. This is a natural process and normal for all wood and bamboo decking and is therefore excluded from the warranty.

Over time, surfaces become rougher and splinters and chips can occur as a result of repeated swelling and shrinking. Such changes in the surface are normal for all wood and bamboo decking and are therefore excluded from the warranty.

Changes or deformations in the boards can occur after installation due to climate change. This is a natural process and normal for all types of wood and bamboo decking and therefore excluded from the warranty.

The warranty covers only top-grade products and only for private use.

The warranty only applies for the original purchaser and cannot be transferred.

When does the warranty apply?

In order to assert claims against Castle Composites under the warranty declaration, decking must have been laid properly and following Castle Composites installation instructions. Please read our installation instructions carefully before installation. If you have any questions, please contact the seller or us directly.

This manufacturer's warranty applies to end consumers.

When does the warranty not apply?

We are convinced of the quality of our bamboo decking. Therefore, we give a 25-year guarantee for the gluing of the planks (see the terms and conditions listed). Damage caused by improper use, accidents, insect infestation, force majeure (such as natural disasters) and other damage not customary in the normal range of application are outside our scope of responsibility. We also have no influence over normal changes in the natural product bamboo: colour changes due to light, purely optical impairments such as dents, scratches, joints or weather-related changes are also not covered by this guarantee.

Damage due to improper care, cleaning or maintenance of the surfaces, mechanical or chemical damage is excluded from this warranty.

The user is obliged to check the material for moisture, damage, major colour deviations and dimensions upon receipt. Complaints about this shall no longer be accepted after the material has been further processed.

Deviation therefrom or improper laying shall void the warranty and it shall be deemed not given.

Warranty performances

This guarantee applies in addition to the buyer's statutory rights under material defects and other rights against the seller.

The warranty is provided in accordance with the statutory provisions.

If aMbooo decking was examined tested prior to laying and installation and this inspection revealed recognizable material defects, such decking boards shall be replaced free of charge. Warranty claims are excluded after installation if the buyer could have detected the material defects before installation.

If defects covered by this warranty occurred only after laying, Castle Composites reserves the right to either carry out a detailed repair to the damaged areas or to deliver free replacement goods to GS Götz Schmitt's original delivery location.

If the defective product is no longer in the product range, Castle Composites reserves the right to supply comparable material from the current range.

A warranty claim shall not prolong the warranty period. The buyer shall have no further claims or rights. In particular, the costs for removal and replacement of material and other ancillary costs are not included. Compensation for consequential harm is hereby excluded.

Castle Composites reserves the right to render the warranty performance concurrently against return of the defective material.

Handling of warranty claims

The warranty claim must be reported directly to GS Götz Schmitt GmbH, Hainkämpe 9a, 28832 Achim, Germany, in full and in writing within 30 days of occurrence. A copy of the invoice and delivery note must be enclosed.

Castle Composites reserves the right to inspect the damage on site by appointment.

The place of jurisdiction is the registered office of GS Götz Schmitt GmbH.

This guarantee statement supersedes all previous statements; for the granting of the manufacturer's warranty only the version current at the time of purchase shall apply.

Severability clause: if individual points are no longer valid due to newer legislation, that point shall lose its validity. This shall be without prejudice for all the other points which shall remain valid.

