

Limited Warranty for Domestic or Commercial Use Plantation Bamboo N-Durance Decking

Effective from 1 August 2025 until further notice

Plantation wants you to be happy and confident in your investment and is committed to providing the finest bamboo products in the market, such as Plantation Bamboo N-Durance decking.

The Plantation name is synonymous with quality, durability, beauty and uniqueness. Our superior design, production technologies and style allow us to provide one of the best warranties in the industry subject only to a few commonsense exclusions.

The warranties (Warranties) given below are the only warranties given by Plantation for this specific product (Product). These Warranties supersede any prior, contrary or additional representations, whether oral or written.

Plantation disclaims all other warranties, whether express or implied, including any warrant of merchantability, any warrant of fitness for purpose or any implied warranty arising from dealing with or use in trade. For these Warranties to apply, all conditions, specifications and instructions (including installation or handling instructions) stipulated by Plantation must be adhered to by you and any installer contracted by you. Details of such conditions, specifications and other instructions can be found at www.plantationbamboo.co.nz.

25 Year Structural Warranty

Plantation guarantees the construction and gluing of Bamboo N-Durance decking for a period of 25 years from the date of purchase in accordance with the following provisions:

1. Bamboo N-Durance decking is a natural forest product, which varies in colour, grain and appearance. Colour change will happen over time, depending on the maintenance schedule. Colour change cannot be a reason to make a claim.
2. This warranty does not cover damage caused by misuse, accidents, insect infestation, force majeure and damage caused by any other circumstances considered unusual in normal use.

3. Also not covered are purely visual impairments such as imprints, joints, discolouration by light, seasonal climate related deformation or wear of the surface coating.
4. Damage resulting from improper installation, cleaning or maintenance of the surface coating, or mechanical or chemical damage, are also excluded from this warranty.
5. This warranty supersedes all previous statements, the granting of the manufacturer's warranty applies only to the current version.
6. Cracks on the surface and on the end of the boards can arise from the different drying characteristics of the surface and cross-cut ends.
7. The surface sides of the boards will get rougher and may produce small splinters and cracks over time as a result of constant shrink and swell of the boards due to normal weathering in dry and wet climate conditions.
8. Some minor dimensional change or cupping of the boards can occur after installation. The phenomenon (in 6, 7 and 8 above) is considered normal for most wood species and cannot be a reason to make a claim.
9. The warranty applies only to the original purchaser and cannot be transferred.

Warranty Conditions

The Plantation Installation and Care Instructions MUST be followed as a condition for these Warranties to have effect. You may obtain these instructions directly from Plantation by sending an email request to info@plantationbamboo.co.nz or from the Plantation Bamboo website, plantationbamboo.co.nz.

1. No claims can be accepted after installing the material if defects could have been detected before installation. This warranty does not cover damage that was caused by third parties (eg transport damage).
2. A claim does not lead to an extension of the warranty period.

Limited Warranty (Cont'd...)

What Plantation will provide if the Bamboo N-Durance decking is non-compliant

If during the applicable Warranty period, the Bamboo N-Durance decking does not conform to the preceding Warranties, the owner of the Bamboo N-Durance decking shall notify Plantation and within a reasonable time, Plantation will provide, as an option, one of the following:

1. Repair of any non-compliant or defective Plantation Bamboo N-Durance decking (or to offer material free of charge to the buyer)
2. If the defective product is no longer in the product range, an equivalent from the current range will be supplied.
3. Refund of the purchase price for any non-compliant boards that have not been installed, which are returned.
4. A claim does not lead to an extension of the warranty period.
5. Any cost for the re-installation of material and other consequential charges are not included in the warranty.

These remedies shall be exclusive and sole remedies for any breach of Warranty.

If the Bamboo N-Durance decking does not comply with the Warranty, the owner must notify Plantation in writing at the address below within 30 days after discovering the non-conformity. The notice must describe the nature of the non-conformity, including location, installation date, installer's name and contact details.

The owner must give Plantation a reasonable opportunity to examine the claimed warranty defect before undertaking any repairs, removal or replacement. The owner must present the original invoice, or other proof of the date of purchase.

Compliance with the requirements of this paragraph is a condition for coverage under the Warranty: if these requirements are not complied with, Plantation will have no obligation to remedy any non-conformities.

Exclusion of Incidental and Consequential Damages

In no event shall Plantation be liable for any incidental, special, in-direct or consequential damages, whether resulting from delayed or non-delivery, of the Product or from the use, misuse, or inability to use the Product, incorrect installation of the Product or from defects in the Product.

Please view www.plantationbamboo.co.nz for further product information.

Contacts

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