

20 Year Limited Warranty

Bamboo Composite Decking

THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE.

1. Warranty Coverage

Ambient Bamboo Products Inc. (“Ambient”) warrants to the original purchaser that for a period of twenty (20) years from the date of original delivery by Ambient, the covered product(s) (“Product(s)”) will be free from structural defects under normal use and when properly installed and maintained according to Ambient’s published guidelines. This warranty applies only to composite decking planks, not to: moldings/ trim/stair pieces.

Ambient further warrants that its decking and related components will be free from manufacturing defects, including improper milling, grading, staining, or coating, for six (6) months from the date of original delivery. Minor variations of up to 5% from industry standards do not constitute a manufacturing defect.

If a covered defect occurs within the applicable warranty period, Ambient will, at its sole discretion, repair or replace the defective Product. The replacement or repair does not extend or renew the original warranty period.

2. Warranty Conditions

This Limited Warranty is only valid if:

- The Product is installed in accordance with Ambient’s installation guide.
- The Product is properly maintained and used for its intended purpose.
- The Product is not installed over or near saltwater, in which case the warranty period is reduced to three (3) months due to accelerated degradation in such environments.
- The Product is purchased from an authorized distributor, retailer, or directly from Ambient. Warranty does not apply to product if purchased through a building materials auction.

3. Exclusions and Limitations

This warranty does not cover:

- Improper installation or installation over known structural defects.
- Damage due to misuse, neglect, improper maintenance, or accidents, including but not limited to impact damage, burns, chemicals, or improper cleaning products.
- Normal wear and tear, scratches, scuffs, or stains from everyday use.

- Changes in color or fading due to UV exposure, environmental conditions, or weathering.
- Expansion, contraction, or warping due to environmental factors such as temperature and humidity changes.
- Damage caused by acts of nature, including but not limited to flooding, hurricanes, earthquakes, fires, or extreme weather conditions.
- Mold, mildew, or fungal growth, as these are natural occurrences in outdoor environments and dependent on proper cleaning and maintenance.
- Any condition affecting less than 10% of the total installed area, which is considered a minor condition beyond the scope of this warranty.
- Modifications, alterations, or repairs not performed or authorized by Ambient.

Ambient is not responsible for labor costs, removal, reinstallation, or any other indirect or incidental costs associated with a defective product.

4. Transferability

The twenty (20) year warranty period applies only to the original purchaser. If the Product is resold, transferred, or installed at another location, the warranty term is reduced to five (5) years from purchase date.

5. Disclaimer of Warranties

EXCEPT AS EXPRESSLY SET FORTH IN THIS WARRANTY, AMBIENT DISCLAIMS ALL OTHER WARRANTIES, WHETHER EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. NO OTHER WARRANTY, EXPRESS OR IMPLIED, APPLIES.

6. Limitation of Liability

To the maximum extent permitted by law:

- Ambient's liability is limited solely to the repair or replacement of defective Products.
- Ambient is not liable for indirect, incidental, special, or consequential damages, including but not limited to lost profits, loss of use, business disruptions, or labor costs.
- The total liability of Ambient shall never exceed the original purchase price of the Product.

Some states do not allow limitations on implied warranties or the exclusion of incidental or consequential damages, so the above limitations may not apply to you.

7. Warranty Claims Process

To file a claim, the original purchaser must provide the following:

1. Proof of purchase (invoice or receipt).
2. Photos or documentation of the defect.
3. Description of the issue and installation details.
4. Contact information (name, address, phone, email).

Claims must be submitted in writing to:

Ambient Bamboo Products Inc.

Attn: Warranty Claims

[Contact Us](#)

All warranty claims are subject to verification by Ambient. Ambient reserves the right to inspect the product in question before determining a resolution.

8. Governing Law

This warranty is governed by the laws of the State of Maryland, without regard to conflicts of law principles. Any legal action relating to this warranty shall be brought exclusively in a court of competent jurisdiction in Maryland.