

Durabam Bamboo Decking

Limited Warranty – 25 Years (Australia)

Durabam Pty Ltd (Durabam) warrants to the original purchaser (Purchaser) that Durabam bamboo decking boards (Products) installed in residential applications in Australia will not suffer structural damage due to rot, decay or termite attack for a period of twenty-five (25) years from the date of original purchase (Warranty Period).



This limited warranty applies only to Products installed and used strictly in accordance with Durabam's then-current written installation and care instructions and all applicable building codes and standards.

What this warranty covers

Subject to the terms below, if during the Warranty Period any Product suffers structural damage due to rot, decay or termite attack, Durabam will, at its option:

- Supply replacement decking boards of the same or similar specification in an amount sufficient to replace the affected Product; or
- Refund the original purchase price paid for the affected Product only.

Durabam's obligations are limited to the remedies above and do not include labour, installation, removal, reinstallation or any associated costs.

What this warranty does not cover

This warranty does not cover, and Durabam is not liable for, any damage, defect or failure resulting in whole or in part from:

- Acts of God or nature, including but not limited to flooding, storm, hail, bushfire, earthquake, cyclone or lightning.
- Misuse, abuse, accident, impact, negligence or improper handling, storage or transportation.
- Environmental conditions such as air pollution, mould or mildew, or staining from external substances including dirt, dust, pollen, plant matter, grease, oil, rust, chemicals, or tannin-rich runoff.
- Normal weathering, including colour change or fading, checking, minor cracking, grain raise, splintering, cupping, bowing, twisting or other dimensional movement within generally accepted industry standards for timber decking exposed to the weather.
- Failure to clean and maintain the deck at reasonable intervals, including failure to remove surface dust and pollens that may permit mould or mildew growth on the surface.
- Variations in colour, grain, texture, density or appearance of the bamboo, including differential weathering of boards over time.
- Variations, fading or wear of coatings, stains, paints or penetrating oils applied to the Product, all of which require periodic maintenance and recoating.
- Ordinary wear and tear from foot traffic, abrasion from furniture, planters, barbecues or other items, or localized damage such as dents, gouges, burns, scratches or stains.
- Movement, distortion, collapse or subsidence of the supporting structure, footings, sub-frame or surrounding building elements.
- Use of the Products:
- In any application not recommended by Durabam (including but not limited to ground contact, submersed, or fully enclosed / constantly wet applications).
- Beyond normal residential use, including heavy commercial, industrial or high-traffic applications unless otherwise agreed in writing by Durabam.
- Installation that is not in strict accordance with Durabam's installation guidelines, including:
 - Incorrect joist spacing or deck board spacing.
 - Inadequate ventilation or drainage under the deck.
 - Use of non-approved fixings, fasteners, sealants, stains, coatings or accessories.

For commercial installations, Durabam may offer a separate, shorter warranty period by written agreement; this standard warranty is for residential use only.

Conditions of warranty

This warranty applies only where:

- The Purchaser is the original purchaser of the Products and can provide proof of purchase clearly showing the date and quantity purchased.
- The Products have been installed in Australia in accordance with all Durabam installation and maintenance instructions current at the time of installation.
- The Products have not been modified, cut, altered, sanded, coated or otherwise treated in a way inconsistent with Durabam instructions or that adversely affects performance.
- Any claim is made within thirty (30) days of the Purchaser first becoming aware of the alleged defect.

No warranty claim will be accepted for defects visible or reasonably detectable prior to installation where the affected boards have nonetheless been installed.

How to make a claim (Australia)

To make a warranty claim, the Purchaser must, within the Warranty Period and as soon as reasonably practicable after becoming aware of the potential defect:

1. Notify Durabam in writing, addressed to:

Durabam Pty Ltd – Warranty Claims

Email: [info@durabam.com.au]

1. Provide:

- Name, address, contact details and installation address.
- Proof of purchase (invoice / receipt) showing date and quantity.
- Date of installation and installer details (if applicable).
- Description of the issue and approximate affected area.
- Photographs clearly showing the alleged defect and overall deck installation.

Durabam may require inspection of the installation in person or via additional photographs or video prior to determining any claim.

If Durabam accepts a claim, Durabam will arrange either supply of replacement boards or refund of the original purchase price for the affected Product only, at Durabam's option.

Australian Consumer Law

This warranty is in addition to any rights and remedies the Purchaser may have under the Australian Consumer Law and other applicable legislation.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. The Purchaser is entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage, and is also entitled to have the goods repaired or replaced if they fail to be of acceptable quality and the failure does not amount to a major failure.

Limitation of liability

To the maximum extent permitted by law:

- Durabam is not liable for any indirect, special, incidental, punitive or consequential loss or damage, including but not limited to loss of use, loss of profit, loss of value of any other property, or costs of removal or reinstallation.
- Durabam's total liability in connection with any Product under this warranty is limited, at Durabam's option, to supplying replacement Product or refunding the purchase price for the affected Product only.