



Note: For the most up-to-date warranty information, please visit www.CaliBamboo.com.

This limited warranty is given to (a) the original purchaser (the **“Original Purchaser”**) of the Fencing (defined below) from a Cali Bamboo retailer or dealer, and, (b) if the Original Purchaser is not the owner of the property in which the Fencing is installed, to the owner of the building at the time of installation (the **“Original Owner”**) (the Original Purchaser and the Original Owner of the Fencing subject to this limited warranty are referred to as the **“Warranty Holder”**). Cali Bamboo LLC (**“Cali Bamboo”**) warrants that its Fencing, during the applicable warranty periods set forth in subsection 1) below (each, a **“Warranty Period”**), will comply with the following:

The warranty shall cover the structural integrity of the Fencing under normal use for a period beginning on the date of the purchase by the Original Purchaser (the **“Purchase Date”**) for a seven (7) year period.

Warranty Scope:

This limited warranty is not transferable by the Warranty Holder to any other party, including but not limited to a subsequent purchaser of the building in which the Fencing is installed. If a valid warranty claim is received by Cali Bamboo within the applicable Warranty Period, Cali Bamboo will supply new materials of similar grade for repair or replacement of affected areas. Labor costs, including any expenses associated with installation and removal of defective Fencing, are not covered by this limited warranty. To the extent permitted by law, these are the sole and exclusive remedies of the Warranty Holder in the event of a warranty claim.

How to Obtain Warranty Service:

To obtain warranty service, the Warranty Holder must contact Cali Bamboo’s Customer Experience Department at warrantyclaims@calibamboo.com or 888-788-2254. Warranty claims must be received within 30 calendar days after the Warranty Holder identifies the basis for a warranty claim. To be covered under this Cali Bamboo limited warranty, the Warranty Holder must provide documentation of sales order and proof that the Fencing was properly installed and maintained in accordance with the Installation Guide and the Maintenance Guide (defined below).

Warranty Exclusions and Limitations:

This limited warranty covers Fencing that is both (i) installed with strict adherence to Cali Bamboo’s installation guide found online at <https://www.calibamboo.com/easy-fencing/> (the “Installation Guide”) and (ii) maintained in accordance with Cali Bamboo’s care and maintenance guidelines found online at <https://www.calibamboo.com/low-maintenance-fencing/> (the “Maintenance Guide”). Cali Bamboo will provide copies of these guides upon request by Warranty Holder.

This limited warranty does not extend to or cover: (a) discoloration due to sunlight or adverse weather, as well as the presence of soft rot fungi and mold, which are commonly associated with outdoor organic products like bamboo; (b) corrosion or rust on or around a galvanized steel wiring system; (c) improper transportation, storage, installation, and the purchaser’s failure to properly maintain the Fencing; (d) Fencing damage caused by moisture, excessive heat or cold, excessive dryness, negligence, water, erosion, pets, insects, sanding, settlement or movement of the structure to which the Fencing is attached; (e) cracking or splits over time consistent with normal wear and tear. This limited warranty excludes inconsistency in size of the poles and color variation between orders.



THIS IS THE COMPLETE WARRANTY AND IT IS IN LIEU OF ALL OTHER EXPRESS OR IMPLIED WARRANTIES AND CONDITIONS OF EVERY KIND, WHETHER CONTRACTUAL OR STATUTORY, ALL OF WHICH ARE DISCLAIMED TO THE FULLEST EXTENT PERMITTED BY LAW. Some states do not allow limitations on the duration of an implied warranty, so the above limitation may not apply to you. This warranty gives you specific legal rights, and you may also have other rights that vary from state to state.

Limitation of Damages:

IN NO EVENT SHALL CALI BAMBOO BE LIABLE UNDER THIS WARRANTY FOR SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES EVEN IF CALI BAMBOO HAS BEEN INFORMED, OR SHOULD BE AWARE, OF THEIR LIKELIHOOD, OR FOR ANY OBLIGATIONS OR DAMAGES OTHER THAN THE SPECIFIC WARRANTY SERVICE OBLIGATIONS EXPRESSLY SET OUT ABOVE. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.