



Bamboo Composite Deck Tiles Limited 5-year Warranty

Naturesort warrants to the original purchaser (“Purchaser”) that, under normal use and service conditions, Naturesort deck tiles are guaranteed against any manufacturers defect, including serious splitting, cracking or damage caused by insects, rot corrosion, fungal decay, or any physical polymer breakdown, for a period of five (5) years from the original date of purchase from Naturesort and is installed and maintained according to the Bamboo Composite DIY Deck Tiles Installation and Care & Maintenance Guide. Warranty is only valid to the original purchaser and is non-transferable.

If a defect occurs within the warranty period, Purchaser must, within thirty [30] days from discovery of the claimed defect but no later than the end of the warranty period, notify Naturesort in writing to the following email or physical address:

customerservice@naturesort.com

6615 Roxburgh Dr, Ste 300

Houston, TX 77041

Purchaser must include in this notification, proof of purchase and statement & photos explaining the defect and date products were installed and installer information. Naturesort may request additional information, if needed. After reviewing all information, Naturesort will make a final decision regarding the claim. If Naturesort confirms this Purchaser’s claim is valid, Naturesort’s sole responsibility shall be to either replace the defective products or refund a portion of the purchase price paid by Purchaser for such defective products (not including the cost of its initial installation).

After the original purchase date, the Purchaser’s recovery shall be prorated in the following manner:

Year of Claim	Replacement Ration (%)
1	100%
2	80%
3	60%
4	40%
5	20%

This warranty shall not cover and Naturesort shall not be responsible for cost and expenses incurred with respect to the removal of defective Naturesort products or the installation of replacement materials, including but not limited to labor and freight.

Naturesort does not warrant against and is not responsible for, and no implied warranty shall be deemed to cover, any condition attributable to: (1) Improper installation of Naturesort Products and/or failure to abide by Naturesort's installation guidelines, including but not limited to improper gapping; (2) Use of Naturesort products beyond normal use, or in an application not recommended by Naturesort's guidelines and local building codes, including but not limited to installation with/over underlayments or roofing materials; (3) Movement, distortion, collapse or settling of the ground or the supporting structure on which Naturesort products are installed; (4) Any act of God (such as flooding, hurricane, earthquake, lightning, etc.), environmental condition (such as air pollution, mold, mildew, pool water, etc.), or staining from foreign substances (such as dirt, grease, oil, etc.) or normal weathering (defined as exposure to sunlight, weather and atmosphere which will cause any colored surface to gradually fade, chalk, or accumulate dirt or stains); (5) Slight variations or changes in color of Naturesort products; (6) Improper handling, storage, abuse or neglect of Naturesort products by Purchaser or third parties; (7) Decay caused by fasteners; (8) Ordinary wear and tear.

This warranty may not be altered or amended except in a written instrument signed by Naturesort and Purchaser. No person or entity is authorized by Naturesort to make and Naturesort shall not be bound by any statement or representation as to the quality or performance of Naturesort products other than contained in this warranty.