



**LIMITED  
WARRANTY**

**HEARWOOD DECKING**





**Ningbo Helong New Materials Co., Ltd. Heartwood Collection  
Product Warranty Terms**

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**Ningbo Helong New Materials Co., Ltd. Heartwood Collection Product Warranty Terms  
(Only for the Heartwood Collection products produced by Ningbo Helong New Materials Co., Ltd.,  
not applicable to other products and accessories.)**

**1. Limited Warranty**

**1.1** Ningbo Helong New Materials Co., Ltd. guarantees to the direct purchaser of Heartwood Collection products that under normal use, Ningbo Helong New Materials Co., Ltd.'s Heartwood Collection products will not crack, not rot, not allow insects to cause structural damage to the product. For products used for private purposes, the warranty period is 15 years. For products used in public applications, the warranty period is 5 years. If the above defects occur within this time limit, the purchaser shall notify Ningbo Helong New Materials Co., Ltd. in writing and shall make judgment and confirmation by Ningbo Helong New Materials Co., Ltd.

**1.2** Private use: refers to installation in a private residence

**1.3** Public application: all use cases except private residences

**2. General terms, special terms and restrictions**

**2.1** Within the maximum permitted scope of the law, this warranty does not include that Ningbo Helong New Materials Co., Ltd. does not need to bear the cost of dismantling and installing damaged products, and the handling and transportation costs of replacement products. Under no circumstances will Ningbo Helong New Materials Co., Ltd. be liable for any damage (any nature or description) beyond the actual purchase price of the defective product, and pay for it according to the proportion specified in this warranty.

**2.2** In accordance with this warranty, if you need to file a claim. The purchaser shall send the written information to the marketing department of Ningbo Helong New Materials Co., Ltd. in the written period during the validity period of the warranty. The specific address is as follows: Zhouxiang, Cixi City, Zhejiang Province, China No. 218, Yanchang Road, Sannong, Zhenxi, 315335.

**2.3 Warranty Ratio**

Solid product warranty payout ratio (%) = (product remaining warranty period ÷ product warranty period) × 100

Hollow product warranty payout ratio (%) = (product remaining warranty period ÷ product warranty period) × 80



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**24 Ningbo Helong New Materials Co., Ltd. does not assume any responsibility for product problems caused by the following reasons.**

- 1) Improper installation or installation according to the installation guide of Ningbo Helong New Materials Co., Ltd. Including but not limited to improper reserved size, gap size, drainage system, joist installation, incorrect fitting use, etc.
- 2) Use beyond the scope of application of the product, or fail to follow the guidelines of Ningbo Helong New Materials Co., Ltd. and comply with local building regulations.
- 3) When the product is installed on a moving, twisted, collapsed building structure.
- 4) Any uncontrollable factors: such as floods, hurricanes, earthquakes, lightning strikes, wars, etc.
- 5) Application of surface treatments or other chemical substances including but not limited to paints, stains, cleaners, coatings or pesticides.
- 6) Color deviation, fading, spotting, staining or other discoloration, deformation, or small cracks caused by normal weathering, mold, mildew, or other fungal growth, organic materials, or other environmental pollutants and foreign substances.
- 7) Defects caused by improper use, improper storage and improper loading and unloading of the product by the purchaser, the transporter or any other third party.
- 8) Fragmentation and damage caused by man-made or hard objects.

**25 Ningbo Helong New Materials Co., Ltd. does not authorize any individual or entity to provide any warranty services other than this warranty. When Ningbo Helong New Materials Co., Ltd. and the purchaser sign this warranty, the terms and conditions may not be changed.**

**3. Legal Terms**

- 31** Any dispute arising from this Agreement or any other issues related to this Agreement shall be referred to the Cixi City People's Court for settlement.
- 32** Whether or not there is a conflict of laws, the terms of the insured shall be interpreted using the laws of the People's Republic of China.