

Progren Bamboo

Warranty Certificate

I. Scope of Warranty

1. This warranty applies only to the original purchaser who bought PROGREN products from Progren Flooring or its authorized distributor. It is non-transferable to any third party.

2. Products Covered

This warranty covers all PROGREN-branded decking, wall cladding, and ceiling panels (hereinafter referred to as "PROGREN Products"), which conform to the technical specifications stated in the *Product Data Sheet* or any mutually agreed customized specifications at the time of purchase.

3. Warranty Terms

3.1 From the date of shipment, PROGREN Products used under "Use Class 4" conditions as defined in EN 350 and EN 113 shall not suffer structural failure or become incapable of performing their designed function within 25 years, due to fungal decay such as white rot, brown rot, or soft rot (including fungi such as *Basidiomycetes* or *Lentinus edodes*).

Note: According to AS 504 (2005), the product is classified as Durability Class 1; and according to AS 1604.1 (2012), it is classified as Hazard Level H3.

3.2 Progren Flooring provides a 25-year warranty on the structural integrity and adhesive bonding of PROGREN Products.

II. Claims and Remedies

Upon verification that the claim meets the warranty terms, Progren Flooring will provide either product replacement or an economic compensation plan.

The compensation amount shall not exceed the original invoice value and shall exclude any incidental or consequential damages.

III. Warranty Conditions

1. This warranty does not cover deterioration caused by environmental factors such as air pollution, mold, stains, or similar issues.

Products should be kept clean to prevent dust accumulation, which may promote mold growth.

2. If potential damage is discovered, a written claim must be submitted within 30 days, including:

- The original warranty certificate
- Proof of purchase
- Installation date
- Description and photos of the damage

3. Progren Flooring reserves the right to conduct an on-site inspection prior to claim settlement.

The customer shall take reasonable measures to prevent further damage after discovery.

4. The warranty is valid only if the product has been installed, transported, stored, and maintained strictly in accordance with Progren Flooring's official manuals. Failure to comply will void the warranty.

5. This warranty does not cover any costs arising from removal, reinstallation, or reprocessing of the products.
6. Filing a warranty claim does not extend the warranty period.
7. Failure to follow the proper claim procedure may result in the claim being declared invalid.

IV. Exclusions (Examples)

This warranty does not apply in the following cases (including but not limited to):

1. Improper storage, transportation, installation, or usage.
2. Product misuse, neglect, or unauthorized modification.
3. Structural settlement or deformation of the installation base.
4. Extreme weather events or natural disasters (force majeure).
5. Natural characteristics of bamboo/wood materials, including color variation, minor cracking, surface roughness, or slight deformation.
6. This warranty is limited to the original purchaser and is non-transferable.

V. Contact Information

Progren Flooring

Address: PLOT M6-04, SAIF ZONE, SHARJAH, UAE

Website: www.progrenflooring.com

VI. Governing Law

This warranty is governed by the applicable laws of the United Arab Emirates. Any dispute arising hereunder shall be submitted to the exclusive jurisdiction of UAE courts, or may, at the manufacturer's discretion, be referred to arbitration.

Version: V.202506