

Wuhu Haoxuan Wood Plastic Composite Co., Ltd.**芜湖昊轩环保新材料有限公司**

Add: No. 12, Fushan Rd, Sanshan Economic&Development Zone, WuHu City, 241000, Anhui Province, China

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**WUHU HAOXUAN WOOD PLASTIC COMPOSITE CO., LTD.
LIMITED WARRANTY****芜湖昊轩环保新材料有限公司有限质保****STATEMENT OF WARRANTY**

Wuhu Haoxuan Wood Plastic Composite Co., Ltd. (Hereinafter “HOSUNG”) warrants to the original purchaser (“Purchaser”) that, for the period of time set forth in Table I below, when properly installed, used and maintained under normal use and service conditions and in accordance with HOSUNG’s written instructions, HOSUNG product from HOSUNG or an authorized HOSUNG product distributor/agent/ dealer/importer set forth in Table I below (the “Product”) shall perform as follows:

质保声明

芜湖昊轩环保新材料有限公司（以下简称“昊森”）在此向原买方（“买方”）保证，在下表一所述的时间期限内，在正常使用情况下，且遵循昊森的书面说明中正确的安装、使用、维护和服务流程，下表1中列出的昊森或昊森授权的分销商/代理商/经销商/进口商提供的昊森产品（“产品”）应具有以下性能：

Physical Integrity

The Product shall be free from material defects in workmanship and materials, and shall not split, splinter, rot or suffer structural damage from termites or fungal decay.

物理完整性

产品应无工艺和材料方面的重大缺陷，不得因白蚁或真菌侵蚀而开裂、腐烂或出现结构性损坏。

Fade Resistance

The Product shall not experience color fading due to exposure to light and weathering, as measured by a color change of more than 5 Delta E (CIE) units from the original purchase date throughout the coverage term stated in Table I below.

from the date of residential consumer purchase for the term coverage stated above, resistant to colour change from light and weathering exposure as measured by colour change in excess of 5

While the Product is designed to resist fading, no material is fade proof when exposed to years of UV exposure and the elements. The Product is designed to resist fading under normal weather conditions and will not fade by more than the number of Delta E (CIE) units indicated above.

防褪色性

在下表一所列的质保期内，产品不得因光照和风化而褪色超过5个Delta E (CIE) 单位。

虽然本产品具有防褪色功能，但任何材料在经年累月的紫外线照射和自然环境中都不会完全毫无褪色。在正常天气条件下，产品的防褪色性能应保证褪色程度不超过上述 Delta E（CIE）单位数。

Stain Resistance

The Product shall be resistant to permanent staining resulting from spills of food and beverage items including ketchup, mustard, salad oils, tea, wine, coffee, fruit punch, barbeque sauce, sodas and other food and beverage related items that would typically be present on a residential deck, or mold and mildew naturally occurring in the environment, provided that such substances are removed from the Product with soap and water within one (1) week of exposure of the food or beverage to the surface or

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first appearance of the mold and mildew. Cleaning procedures are described in the Care & Cleaning Guide provided by HOSUNG.

Notwithstanding the foregoing, HOSUNG does not warrant that the Product is stain-proof and does not warrant stain resistance resulting from spilled or otherwise applied food and beverage substances which are not properly cleaned as provided above within one (1) week of exposure. In addition, materials not covered in this stain resistance section of this Limited Warranty include abrasive compounds of acidic or basic pH, paints or stains, strong solvents, metallic rust or other abnormal deck use items, and non-food and non-beverage substances, including but not limited to biocides, fungicides, plant food, bactericides, cement, concrete, mortar, stucco and colored chalk. Mold and mildew can settle and grow on any outdoor surface, including this Product. You should periodically clean your deck to remove dirt and pollen that can feed mold and mildew. This Limited Warranty does not cover mold and mildew which is not properly cleaned as provided above within one (1) week of first appearance.

防污性

产品应能抵御因食品和饮料（包括番茄酱、芥末、色拉油、茶、酒、咖啡、果汁、烧烤酱、苏打水和其他住宅地板上通常会出现的食品和饮料）溢出以及自然环境中产生的霉菌而造成的永久性污渍。前提是在食品或饮料接触产品表面或首次出现霉菌后一 (1) 周内用肥皂和水将这些物质从产品上清除。清洁程序请参阅昊森提供的《清洁保养指南》。

尽管有上述规定，昊森不保证产品是防污的，也不保证因食品和饮料等溢出或以其他方式接触产品一 (1) 周内未按上述规定进行适当清洁时仍能保持防污性能。此外，本有限质保的防污范围不包括酸性或碱性研磨化合物、油漆或染色剂、强溶剂、金属锈等非正常地板使用物品，以及非食品和非饮料物质，包括但不限于生物杀灭剂、杀真菌剂、植物肥料、杀菌剂、水泥、混凝土、灰浆、灰泥和彩色粉笔等。霉菌可以在任何室外表面（包括本产品）上生长。您应定期清洁地板，清除可能滋生霉菌的污垢和花粉。本有限质保不包括在首次出现后一 (1) 周内未按上述规定进行适当清洁的霉菌。

RESIDENTIAL/COMMERCIAL APPLICATION

For purposes of this Limited Warranty, a “residential application” shall refer to an installation of the Product on an individual residence, and a “commercial application” shall refer to any installation of the Product other than on an individual residence.

民用/商用

就本有限质保而言，“民用”是指在个人住宅上安装产品，“商用”是指在个人住宅以外的地方安装产品。

Commercial Application

Commercial application may refer to locations where the Product is installed that are (1) not occupied exclusively by a single-family homeowner, (2) used for income-producing purposes, or (3) used in a public or semi-public application, such as (but not limited to) an apartment building, house of worship, school, medical facility, senior living facility, government building, restaurant, hotel, etc.

商用

商用可能是指安装产品的位置 (1) 不完全由单户房主占用，(2) 用于创收目的，或 (3) 用于公共或半公共应用，例如（但不限于）公寓楼、礼拜堂、学校、医疗设施、养老机构、政府大楼、餐厅、酒店等。

Transferability

With respect to a residential application, this Limited Warranty may be transferred one (1) time, within the five (5) year period beginning from the date of original purchase by the Purchaser, to a subsequent buyer of the property upon which the Product was originally installed. With respect to a

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commercial application, this Limited Warranty is freely transferable to subsequent buyers of the property upon which the Product was originally installed.

可转让性

对于民用，本有限质保可在自买方最初购买之日起的五 (5) 年内转让一 (1) 次给该房产的后续买方，在此期间，产品已完成安装。对于商用，本有限质保可自由转让给最初安装该产品的房产的后续买家。

TERM OF LIMITED WARRANTY

The term of this Limited Warranty for a Product (the “Warranty Period”) begins on the date of original purchase and shall be equal to the number of years set forth next to such Product in Table I below.

有限质保期限

产品的有限质保期限 (“质保期”) 从原始购买日期开始，等于下表一中该产品旁列出的年数。

Table I /表一

Product Type 产品类型	Residential Warranty Period (Year) 民用质保期 (年)	Commercial Warranty Period (Year) 商用质保期 (年)
Solid Co-extrusion WPC Decking 共挤实心地板	25	15
Round Hollow Co-extrusion WPC Decking 共挤圆孔空心地板	20	10
Co-extrusion WPC Fluted Cladding and siding 共挤长城板和挂墙板	15	10
Co-extrusion WPC Fencing 共挤围栏	15	10
Co-extrusion Louver 共挤方通	10	8
1st Generation Solid WPC Decking 一代实心地板	15	10
1st Generation Hollow WPC Decking 一代空心地板	10	8
1st Generation Fencing 一代围栏板	8	6
WPC Pergola 塑木花架	8	4
WPC Railing 塑木护栏	6	3

MAKING A CLAIM

To make a claim under this Limited Warranty, Purchaser must do the following:

提出索赔

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要根据本有限质保提出索赔, 买方必须执行以下操作:

Claims Regarding Stain Resistance

If the Purchaser is making a claim relating to the Limited Warranty on stain resistance, Purchaser must do as follows:

Purchaser must try to clean the affected area of the Product by using the cleaning procedures described above (and provided in more detail in the Care & Cleaning Guide provided by HOSUNG) within one (1) week of exposure of the food or beverage to the Product or first appearance of the mold and mildew.

(b) If the affected area remains reasonably unsatisfactory after Purchaser has tried these cleaning procedures, then Purchaser must have the affected area of the Product professionally cleaned at Purchaser's expense.

(c) If the affected area remains reasonably unsatisfactory after the professional cleaning, Purchaser may make a claim under this Limited Warranty, provided that such claim is made within thirty (30) days after the professional cleaning.

防污索赔

如果买方提出与防污有限质保有关的索赔, 买方必须采取以下措施:

(a) 买方必须在食品或饮料接触本产品或首次出现霉菌后一 (1) 周内, 尝试使用上述清洁程序 (详情请参见昊森提供的《清洁保养指南》) 清洁产品上受影响的区域。

(b) 如果在买方尝试了这些清洁程序之后, 受影响的区域仍然不能令人满意, 则买方必须对产品上受影响的区域进行专业清洁, 费用由买方承担。

(c) 如果专业清洁后受影响的区域仍然不能令人满意, 则买方可以根据本有限质保提出索赔, 但索赔必须在专业清洁后的三十 (30) 天内提出。

All Claims

Purchaser must no later than the end of the Term notify HOSUNG of a warranty claim in writing at the following E-mail or address. Purchaser must provide proof of purchase, installation date, a description and photographs of the affected area of the Product, and, if the claim relates to the warranty on stain resistance, reasonable proof of compliance with paragraph 1 above. HOSUNG may request additional information.

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E-mail: customerservice@hosungwpc.com

Attn: Nicholas Zhai

Tel: 0086-553-5818185

所有索赔

买方必须在保修期结束前, 以书面形式将质保索赔通过以下邮箱或地址通知昊森公司。买方必须提供产品的购买证明、安装日期、受影响区域的描述和照片等, 若为防污质保索赔, 还须提供符合前文所述防污索赔要求的合理证明。昊森可能会要求更多信息。

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Warranty Claim Resolution

After reviewing all information, HOSUNG shall make a determination regarding the validity of such claim. If HOSUNG confirms this Purchaser's claim as valid, HOSUNG's sole responsibility shall be, at its option, to either replace the defective products or refund the portion of the purchase price paid by the purchaser for such defective products. The Purchaser's recovery shall be prorated in the percentage listed in Table II below.

Replacement Products will be as close in color, design, and quality to the original Products as reasonably possible, in HOSUNG's discretion and determination, but HOSUNG does not guarantee an exact match as colors and designs may change and HOSUNG's obligation as to replacement shall further be limited to replacement with the styles and colors of the Product that are available at the time of the replacement.

索赔解决方案

在审查所有信息后, 昊森将确定该索赔是否有效。如果昊森确认买方的索赔有效, 昊森的唯一责任是根据其选择更换有缺陷的产品或退还买方为这些有缺陷产品支付的部分货款。买方的赔偿应按下表二所列的比例进行。

根据昊森的判断和决策, 替换产品将在颜色、设计和质量上尽可能接近原产品, 但因颜色和设计可能会改变, 昊森不保证完全匹配, 昊森的替换义务应仅限于可在替换时提供的产品款式和颜色。

TABLE II /表二

Product Type 产品类型	Year of Claim 索赔年限		Replacement Ratio 更换比例(%)
	Residential Application 民用	Commercial Application 商用	
Solid Co-extrusion WPC Decking 共挤实心地板	12	6	100%
	15	8	80%
	18	10	60%
	22	12	40%
	25	15	20%
Round Hollow Co-extrusion WPC Decking 共挤圆孔空心地板	12	2	100%
	14	4	80%
	16	6	60%
	18	8	40%
	20	10	20%
Co-extrusion WPC Fluted Cladding and siding 共挤长城板和挂墙板	4	4	100%
	8	6	60%
	12	8	40%
	15	10	20%
Co-extrusion WPC Fencing 共挤围栏板	4	2	100%
	8	4	60%

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	12	6	40%
	15	10	20%
Co-extrusion WPC Louver 共挤方通	4	2	100%
	6	4	60%
	8	6	40%
	10	8	20%
1st Generation Solid WPC Decking 一代实心地板	6	2	100%
	8	4	70%
	12	6	50%
	15	10	20%
1st Generation Hollow WPC Decking and cladding 一代空心地板和墙板	4	2	100%
	6	4	70%
	8	6	50%
	10	8	20%
1st Generation Fencing 一代围栏板	2	1	100%
	4	2	60%
	6	4	40%
	8	6	20%
WPC pergola 塑木花架	2	1	100%
	4	2	60%
	6	3	40%
	8	4	20%
WPC Railing 塑木护栏	2	1	100%
	4	2	60%
	6	3	40%

EXCLUSIONS FROM WARRANTY COVERAGE

The Products must be stored, handled, installed, used and maintained in accordance with instructions provided by HOSUNG, and this Limited Warranty is conditioned upon compliance with all such instructions. Copies of HOSUNG's Installation Guides and Care and Cleaning Guides are available from HOSUNG or an authorized HOSUNG product distributor/agent/dealer/importer.

质保免责条款

产品必须按照昊森提供的说明进行存放、处理、安装、使用和维护, 本有限质保以遵守所有此类说明为条件。昊森的《安装指南》、《清洁保养指南》可从昊森公司或昊森授权的分销商/代理商/经销商/进口商处获取。

Any information or suggestion by HOSUNG with respect to the Products concerning applications, specifications or compliance with codes and standards, including building or safety codes, is provided solely for Purchaser's convenient reference and is made without any representation as to accuracy or suitability. Purchaser must verify and test the suitability of any information with respect to the Products for Purchaser's specific application.

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昊森就产品的应用、规格或是否符合法规和标准（包括建筑或安全法规）所提供的任何信息或建议仅为方便买方参考而提供，并不代表其准确性或适用性。买方必须核实和测试有关产品的信息是否适合买方的具体应用。

This Limited Warranty does not cover defects caused by:

本有限质保不包括以下原因造成的缺陷:

Exposure to Heat: Direct or indirect contact with extreme heat sources (over 135°C/275°F) may cause fading and may damage the surface of the Product, and any effects of such exposure are expressly excluded from coverage under this Limited Warranty.

受热: 直接或间接接触极端热源（超过135°C/275°F）可能导致褪色，并可能损坏产品表面，本有限质保明确排除此类接触的任何影响。

Surface Damage: Never use metal shovels or sharp-edged tools to remove snow and ice on the surface of the Product. If the surface of the Product is damaged or punctured, this Limited Warranty will be voided.

表面损坏: 切勿使用金属铲或尖锐工具清除产品表面的冰雪。如果产品表面受损或被刺穿，本有限质保将失效。

Paint or Other Materials Applied to the Product: If paint, solvents or other coating materials are applied to the Product, this Limited Warranty will be voided.

产品上的油漆或其他材料: 如果在产品上涂抹油漆、溶剂或其他涂层材料，则本有限质保失效。

Other Exclusions: This Limited Warranty shall not cover any condition attributable to: (1) improper installation of the Product and/or failure to abide by HOSUNG's installation guidelines, including but not limited to improper structural support, fastening, ventilation or gapping; (2) use of the Product beyond normal use or service conditions, or in an application not recommended by HOSUNG's guidelines and local building codes; (3) movement, distortion, collapse or settling of the ground or the supporting structure on which the Product is installed; (4) any act of God (such as flooding, hurricane, earthquake, lightning, etc.), environmental condition (such as air pollution, mold, mildew, etc.), staining from foreign substances other than food and beverages or normal weathering; (5) improper handling, transportation, storage, abuse (such as vandalism, intentional damage) or neglect (such as failure to provide reasonable maintenance) of the Product by Purchaser, the transferee or third parties; (6) decay caused by fasteners; (7) ordinary wear and tear; (8) repair or alteration; (9) impact from objects; (10) slight variations or changes in color of the Product; (11) comparative discoloration of the Product due to overlay of a rug, mat, or other item precluding uniform exposure of the Product to sunlight and other elements; or (12) any cause other than manufacturing defects attributable to HOSUNG.

其他除外责任: 本有限质保不涵盖任何可归因于以下原因的情况: (1) 产品安装不当和/或未遵守昊森的安装指南, 包括但不限于结构支撑、卡扣、通风或间隙不当; (2) 产品的使用超出正常使用或服务条件, 或在不符合昊森指南和当地建筑法规建议的情况下使用; (3) 安装产品的地面或支撑结构发生移动、变形、坍塌或沉降; (4) 任何天灾(如洪水、飓风、地震、雷电等)、环境条件(如空气污染、霉菌、霉斑等)、食品和饮料以外的外来物质造成的染色或正常风化; (5) 买方、受让方或第三方对产品的不当处理、运输、储存、滥用(如恶意破坏或蓄意破坏)或疏忽(如未提供合理的维护); (6) 由辅件引起的腐烂; (7) 正常磨损; (8) 修理或改建; (9) 物体撞击; (10) 产品轻微的色差; (11) 由于覆盖地毯、垫子或其他物品而导致产品无法均匀暴露在阳光和其他元素下所造成的产品变色不均; 或者 (12) 可归咎于昊森的制造缺陷以外的任何原因。

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This Limited Warranty shall not cover and HOSUNG shall not be responsible for costs and expenses incurred with respect to the removal of defective product or the installation of replacement materials, including but not limited to labor and freight.

本有限质保不包括且昊森不负责因拆除有缺陷产品或安装替代材料而产生的成本和费用, 包括但不限于人工费和运费。

This Limited Warranty does not cover Products donated, purchased on clearance, or at auction.

此有限质保不包括捐赠、清仓或拍卖购买的产品。

To the fullest extent permitted under the law, under no circumstances will HOSUNG be liable for any special, indirect, incidental, consequential, reliance, statutory, special, punitive or exemplary damages, including, but not limited to, lost profits, loss of use, loss of time, loss of revenues, inconvenience, loss of business opportunities, or damage to good will or reputation damages, whether such damages are sought in contract, in tort (including but not limited to negligence and strict liability) or otherwise, even if advised of the possibility of such damages or such damages could have been reasonably foreseen, in connection with, arising out of, or as a result of, the sale, delivery, installation, use or loss of use of the products sold hereunder, or for any liability of purchaser to any third party with respect thereto and HOSUNG's liability for non-personal injury claims with respect to defective product shall in no event exceed the replacement of such product or refund of the purchase price, as described above.

在法律允许的最大范围内, 昊森在任何情况下均不对任何特殊的、间接的、附带的、后果性的、依赖性的、法定的、特殊的、惩罚性的或惩戒性的损害负责, 包括但不限于利润损失、使用损失、时间损失、收入损失、不便、商业机会损失、或对良好意愿或声誉的损害, 无论这些损害是基于合同、侵权行为 (包括但不限于疏忽和严格责任) 或其他方式提出的, 即使已被告知此类损害的可能性或此类损害本可合理预见, 与销售、交付、安装、使用或无法使用本合同项下所售产品有关, 或因销售、交付、安装、使用或无法使用本合同项下所售产品所致, 或因买方对任何第三方的任何责任所致, 昊森与缺陷产品有关的非人身伤害索赔的责任在任何情况下均不得超过更换此类产品或退还上述购买价格。

The limited warranties set forth herein are the only warranties made by HOSUNG in connection with these products. HOSUNG does not make any other warranties, implied or express, and disclaims all other warranties, including, but not limited to, any implied warranty of merchantability or fitness for a particular purpose. HOSUNG's sole obligation under this limited warranty shall be, at its option, replacement of non-conforming products or a refund of the purchase price, as described above.

Purchaser assumes all risk whatsoever as to the result of the use of the products purchased, whether used singularly or in combination with any other products or substances.

此处规定的有限保证是昊森对这些产品做出的唯一保证。昊森公司不作任何其他暗示或明示的担保, 并否认所有其他担保, 包括但不限于对适销性或特定用途适用性的任何暗示担保。如上所述, 昊森在本有限质保下的唯一义务是更换不合格产品或退还购买价款。购买者对所购产品的使用结果承担所有风险, 无论是单独使用还是与任何其他产品或物质结合使用。

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

除非昊森和买方签署的书面文件中另有规定, 否则不得更改或修订本有限质保。昊森未授权任何个人或实体就本有限保证以外的产品质量或性能做出任何声明或陈述, 昊森也不受除本有限质保中所包含的声明之外的任何声明或陈述的约束。

Wuhu Haoxuan Wood Plastic Composite Co., Ltd.**芜湖昊轩环保新材料有限公司**

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Wuhu Haoxuan Wood Plastic Composite Co.,Ltd.

芜湖昊轩环保新材料有限公司

Sign and stamp 签字盖章:

Date 日期: January 1, 2024



芜湖昊轩环保新材料有限公司
WUHU HAOXUAN WOOD PLASTIC COMPOSITE CO.,LTD