

TERMS & CONDITIONS

1. AGREEMENT

By placing an order with Bamboo Co, you agree to the following terms and conditions. Please read them carefully before purchasing any of Bamboo Co products.

2. PRODUCTS AND SERVICES

We offer a variety of bamboo products including decking, siding, flooring, wall & ceiling (T&G) and related accessories such as clips/screws, skirting, stair nose, oils and more. All products are subject to availability and may change based on inventory or supplier status.

3. PRICING AND PAYMENT

- Prices are provided in quotations or may be listed on our website. Prices may change without notice due to market fluctuations or supplier changes. Agreed quotations will not be subject to these changes.
- Quotation prices are valid for 14 days from the date of issue.
- A breakdown of the applicable tax, shipping, delivery and handling fees are provided on the quotation.
- Payment is required at point of order for Stocked Items.
- Custom Orders: 50% upon order and remaining 50% due prior to delivery.
- Payment Methods: Bank transfer

4. ORDER CONFIRMATION

Upon receiving your order, we will send you an order confirmation. It is your responsibility to verify the order details, including quantities, product specifications, and delivery information. If any discrepancies are found, please notify us immediately.

5. DELIVERY AND SHIPPING

- The user will not commence delivery until all required information is received and payment has been made. Delays in these processes may affect delivery times.
- Bamboo Co is entitled to engage third parties for specific activities and deliveries required for the execution of the order.
- Stock Order: We will make every effort to deliver your products within the estimated delivery timeframes communicated at point of your order, however we are not responsible for delays which occur due to circumstances beyond our control (e.g., adverse weather, road closures etc)
- Custom Order: delivery is subject to shipping.
- Shipping/delivery charges are based on the size and weight of the order and the delivery location.
- The acceptance of delivery shall be deemed as confirmation that the customer has thoroughly inspected the products for any damage, shortage, or other discrepancies.
- The risk in the delivered goods passes to the other party upon delivery.
- We are not responsible for delays caused by inaccurate delivery address details provided by the customer. The customer will incur the costs of additional transport fees if inaccurate delivery details are provided.
- It is the customer's responsibility to provide suitable access for the delivery of the products. Bamboo Co will not be held liable for any issues or failed delivery related to access of the delivery address. In instances of this nature, the customer is responsible for the transportation, storage and any other additional costs.



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6. RETURNS AND REFUNDS

- A refund will only be considered if delivery is not accepted, due to damage or other discrepancy (products must be unused, in original packaging)
- Custom order items are non-refundable.
- Refunds will be processed once the returned products are inspected and approved.

7. CANCELLATIONS

- Cancellation means ending the agreement before execution; termination means ending it after partial execution.
- If the customer cancels or terminates, they are liable to pay Bamboo Co a cancellation fee (which is dependent upon the order and at the discretion of Bamboo Co)

Minimum Cancellation Fee: \$200 - Maximum Cancellation Fee: 50% of order price.

- No refunds will be made for amounts already paid.

8. WARRANTY

- We offer a 25 year warranty on all of our materials, which covers defects in material under normal use conditions. Specific product warranties may vary, so please refer to the warranty for more details.
- The warranty does not cover damage caused by neglect, misuse, faulty installation, or failure to maintain the products according to guidelines provided.
- Warranty claims must be submitted with proof of purchase and clear documentation (photos, etc.) of the defect, please refer to warranty for specific details.

9. LIMITATION OF LIABILITY

- Bamboo Co is not liable for any indirect, incidental, or consequential damages arising from the use of our products
- Our liability is limited to the original purchase price of the defective product.

10. PRIVACY AND DATA PROTECTION

- We respect your privacy and protect your personal information. Any personal data collected during the order process will only be used for order fulfilment, delivery, and customer service.
- We will not share your personal information with third parties unless required by law or necessary for processing your order.

11. SITE ACCESS AND USE

- You agree not to misuse the Bamboo Co website or interfere with the proper functioning of the site.
- All intellectual property rights associated with the website, product images, and content are owned by Bamboo Co or its licensors.

12. GOVERNING LAW AND DISPUTE RESOLUTION

- These terms and conditions are governed by the laws of the State of Costa Rica.
- Any disputes or claims related to these terms and conditions shall be resolved in the courts of Costa Rica, and you agree to submit to the jurisdiction of such courts.



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13. CHANGES TO TERMS AND CONDITIONS

- Bamboo Co reserves the right to update or change these terms and conditions at any time. Changes will be effective as soon as they are posted on the website.
- Your continued use of our services after any changes to the terms and conditions will constitute your acceptance of the updated terms.

14. CONTACT INFORMATION

For any questions or concerns regarding these terms and conditions, please contact us at:

Sales@bamboo-co.com
+506 7126 8045

