



WARRANTY

Plank is sold with a 25 year Structural Warranty which covers the warping or twisting of any board for the life of the floor, in accordance with the conditions listed below and as a result of product manufacturing faults or defects. Warping and twisting refers to a board independently distorting when compared to adjacent boards. These terms do not refer to cupping or doming. Cupping and doming refers to the reasonably uniform convexing or concaving shape across the width of the surface of boards installed. Cupping and doming, whilst extremely uncommon, are caused by factors relating to installation or the installation environment. As they are outside the control of the manufacturer they are specifically excluded from this warranty. It is also important to note that Plank flooring should be installed and maintained in accordance with our Installation Instructions and Care & Maintenance Guidelines. Boards which are visibly faulty or deemed visually or structurally inappropriate prior to installation should not be installed and are therefore also not covered by this, or to the extent allowed by law, any other warranty.

All warranty periods commence from date of purchase. This warranty is offered to the original purchaser and is not transferrable unless in the case of a builder or developer purchasing the flooring. In this case, the owner of the property will be entitled to full cover under this warranty for a period of 12 months after purchase of the flooring.

What is not covered?

- Wear which may be associated with water or liquid damage from any source (moisture ingress from any source into the board). Scratches, stains or indentations of any type are also not covered by this warranty.
- Wear or structural deformation which may be associated with improper installation or improper maintenance procedures.
- The instance of surface checking (fine surface splits), gloss variation between boards, colour variation between boards or natural features including gum veins, knots, insect trails etc. are considered a natural part of timber flooring and are therefore excluded from this warranty.
- Damage, intentional or accidental, caused by abuse, misuse, stiletto heels, dragged objects, heavy furniture, sand, stones, castor wheels, dropped items etc.
- Labour charges associated with any rectification work.
- Any costs associated with any rectification work required other than the supply of new flooring and scotia beading if necessary. Re-painting, removal of fixtures or furniture, accommodation and any other costs are specifically excluded from this warranty.



Acceptable Quality

Plank Flooring is fit for use in internal environments / installations and should not be used externally. Plank Flooring should be installed in a “timber flooring friendly environment” in which the area is occupied, protected from direct heat and sunlight and where heating and cooling systems are in place and used to control internal temperature and humidity. Plank Flooring should not be installed in wet areas including bathrooms, toilets, areas or rooms where a floor waste (water drain) is present or required. Residential kitchens are not considered as wet areas.

Plank should be installed as per the installation instructions provided and maintained in accordance with the Care & Maintenance Guidelines.

Major Failure

As Plank Flooring is a natural product, small splits in the surface of the floor can occur. This is known as surface checking and should be considered normal. In addition, small surface blemishes in the coating or gaps which appear between boards as a result of seasonal or environmental changes can also be expected. The coating used to pre-finish Plank Flooring is not scratch or chip proof and reasonable care should be taken to avoid scratching and chips from occurring. In addition, some gloss variation between boards installed may occur. Note that gloss variation, surface checking, scratches, chips, gaps or small blemishes are NOT considered major failure and are considered part of purchasing a natural timber floor.

These definitions are not intended to reduce or diminish the statutory rights of any purchaser.

As the warranties for Plank Flooring deal only with the manufactured goods, installation warranties should be sought from the installation company or individual completing the installation.



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