



**FLOATING FLOORS** Pty Ltd



HEAD OFFICE - SHOWROOM  
14-16 LAKEWOOD BOULEVARD  
BRAESIDE, VICTORIA 3195



03 9586 8497



info@floatingfloors.com.au

TIMBER FLOORS  AU NATURALE

## RESIDENTIAL WEAR & STRUCTURAL WARRANTY CERTIFICATE

### Scope

Covered by this Residential Wear & Structural Warranty are all products in the **"AU NATURALE" TIMBER COLLECTION** range intended for laying in owner occupied domestic/residential applications only. The warranty applies to current products as stated online; in brochures and samples or as printed on the material at the time of purchase.

### Validity Period

The Residential Wear Warranty's duration is for 25 years. The Structural Warranty's duration is for 25 years. The start of the warranty is at the date of purchase for the covering by the consumer, shown on an invoice supplied by the Place of Purchase, clearly mentioning the reference code, range and the colour selection. The warranty covers the original purchaser only. In the case of a builder/developer purchasing the floor, the occupant of the premises within 12 months of purchase will receive cover under this warranty.

### Structural Warranty

The Structural Warranty applies only to products classified as perfects and installed, used and maintained according to Floating Floor's specifications for domestic/residential use. The warranty covers delamination, distortion, warping or twisting of any board for 25 years. Delamination relates to the surface veneer coming away from the core. Distortion, warping or twisting relates to a board unevenly moving from adjacent boards. Cupping/peaking of any nature is not covered by this warranty.

### Residential Wear Warranty

The Residential Wear Warranty applies only to products classified as perfects and installed, used and maintained according to Floating Floor's specifications for domestic/residential use. The warranty covers wear through of the acrylic surface coating (to bare timber) for 25 years. A minimum area of 5% must be affected in order to evoke this warranty. Gloss reduction, checking and scratches are not considered wear through and are therefore not covered by this warranty. External door matting must be installed.



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### The following are excluded from these warranties:

- Products sold in a quality other than first quality. Products sold as seconds, as is, and discontinued lines are not covered by this warranty where applicable by law.
- Defects caused by an installation which is not according to laying instructions given on the packaging or specified by the manufacturer.
- Unsuitably stored or mishandled product and product subjected to use other than for domestic/residential application.
- Product is for internal use only.
- Products damaged during transportation.
- Products which are laid with an obviously apparent defect, or deemed inappropriate prior to installation.
- Products having been unsuitably maintained; in a way not complying with the maintenance instructions and recommendations of Floating Floors set out in our "Care and Maintenance" guide.
- Wear that may be contributed to water/moisture damage from any source.
- Product for which deterioration, leading to its failure, is caused by sub-floor/substrate unevenness.
- Variances in colour, grain and feature between the product sold and pictures or samples/brochures.
- Any instances of surface checking occurring after installation.
- Damage caused by stains, burns, cuts, grooves, friction, accidental indentation, loss of surface coating caused by carpet/rug backings, painted surfaces, discolouring caused by external products (including but not limited to asphalt, tar, rubber, paint etc).
- Damages caused by stiletto heels and unprotected furniture legs.
- Timber flooring that is installed over slab-heating systems.
- Damage caused by castor chairs, or any heavy point loading. Ensure that load is suitably spread in order to limit indentation damage.
- Defects and damages caused by circumstances beyond Floating Floors' control.
- Loss of colour, fading or damage caused by external sources, including but not limited to: water leaks, flooding, heat, fire and sunlight.
- Insect infestation. The product leaves the factory free on insect infestation.



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### Condition of Application

Any claim shall be indicated to Floating Floors or the Place of Purchase in writing immediately after it is found. The claim shall be acknowledged after inspection/examination of the flooring by a Floating Floors Representative or a Duly Qualified Authorised Agent. Floating Floors reserve their right to require a sample showing the defect found in order for further analysis.

### Conditions of Compensation

For any defect found on a product covered by the Floating Floors' Residential Wear & Structural Warranty and conforming to the criteria of cover and application, compensation shall be granted.

Such compensation covers the replacement of the Floating Floors' TIMBER COLLECTION Material with either the same or comparable product or colour. Compensation takes into account actual reasonable usage over time and is broken down as follows:

Period after purchasing that the defect was discovered.  Years	Rate of reimbursement – Product Purchase Price	
	Wear Warranty Period – Domestic Application	
	25 Years	25 Years
	AUSTRALIAN SPECIES	OAK & EXOTIC
≤5	100%	100%
≤10	80%	80%
≤15	60%	60%
≤20	40%	40%
≤25	20%	20%

*"Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if goods fail to be of acceptable quality and the failure does not amount to a major failure."*

Written and signed on 1<sup>ST</sup> JUNE 2016

To obtain services under these warranties, start at the source where you purchased your flooring.

The information printed in this brochure has been published in good faith for the assistance of our customers. All recommendations and suggestions are made without accepting liability since conditions of use will vary and be beyond our control.