



FLOATING FLOORS Pty Ltd



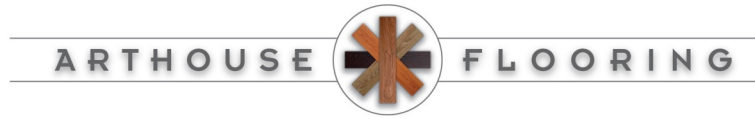
HEAD OFFICE - SHOWROOM  
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BRAESIDE, VICTORIA 3195



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## RESIDENTIAL WEAR & STRUCTURAL WARRANTY CERTIFICATE

### Scope

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

### Validity Period

The start of the warranty is 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/species selection. The warranty covers the original purchaser only. In the case of a builder/developer purchasing the floor, the owner/occupier of the premises within 12 months after 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 Floors' specifications for domestic/residential use. The warranty covers delamination, distortion, warping or twisting of any board for 15 years. Delamination relates to the melamine layer coming away from the core. Distortion, warping or twisting relates to a board unevenly moving from adjacent boards. Cupping/peaking/oming or crowning 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 melamine surface coating (to reveal HDF core) for 15 years. A minimum area of 5% must be affected in order to evoke this warranty. Gloss reduction, damage and scratches are not considered wear through and are therefore not covered by this warranty.



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The following are excluded from these warranties:

- Products sold in a quality other than first quality, this includes products sold as "seconds" or "as is".
- Defects caused by 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 owner-occupied domestic/residential application. Product is for internal application only.
- Products damaged during transportation outside Floating Floors' responsibility or in any other way outside Floating Floors' responsibility.
- Products which are laid with an obviously apparent defect, or deemed inappropriate prior to installation. Installation defines acceptance of quality.
- Products having been unsuitably maintained; in a way not complying with the maintenance instructions and recommendations of Floating Floors.
- Wear that may be contributed to water/moisture damage from any source; moisture ingress from any source into the board/boards.
- 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.
- 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.
- 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.



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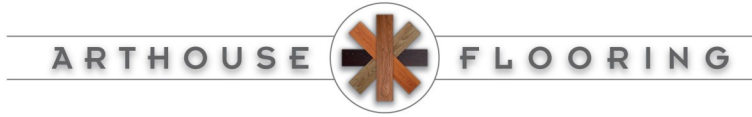
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### Condition of Application

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 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' ARTHOUSE 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.	Rate of reimbursement – Product Purchase Price	
	Warranty Period – Domestic Application Only	
	15 Years	15 Years
	<i>ARTHOUSE 8.3mm</i>	<i>ARTHOUSE MAXI 12.3mm</i>
Years		
≤1	100%	100%
≤5	75%	75%
≤10	50%	50%
≤15	25%	25%

Written and signed on 1<sup>st</sup> June 2016

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.

*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.*

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