

QUALITY FLOORING LAMINATE WARRANTY DOCUMENT

QUALITY FLOORING PTY LTD, ABN 52 618 341 487 (“the supplier”) is pleased to provide the following manufacturer’s warranties for the QUALITY FLOORING’s laminate flooring range:

1. 5-year Limited Domestic Wear Warranty
2. 25-year Limited Domestic Structural Warranty

The warranties are extended to the original purchaser of QUALITY FLOORING’s laminate flooring which has been installed using recommended installation methods and floor care procedures described in the *Maintenance Instructions* included in this warranty document and *Quality Flooring Laminate Installation and Maintenance Guide*. Incorrect installation or improper maintenance of the floorboards might lead to problems like splitting, cupping, movement and bending of boards. Failure to follow the *Quality Flooring Installation and Maintenance Guide* will void the warranty of the laminate flooring.

In this document:

1. “You” or “The Purchaser” means the purchaser of the QUALITY FLOORING’s Laminate flooring from the supplier to be used for residential purposes.
2. “Flooring” or “Floors” means any QUALITY FLOORING’s laminate flooring purchased by the purchaser.
3. “Maintenance Instructions” means the *Quality Flooring Installation and Maintenance Guide*.

1. FIVE YEAR LIMITED DOMESTIC WEAR WARRANTY

The Supplier provides for a 5-year limited domestic wear warranty that guarantees that the finish coating will not wear through to the underlying uncoated surface. This implies that the appropriate conditions for use are in line with the provision set out in *Quality Flooring Installation and Maintenance Guide*. Please make sure you understand the guidelines before commencing any cleaning and maintenance. This information should also be passed onto third party contractors if you are not responsible for cleaning your floors. Areas less than 10% of the surface area that could be related to high traffic wear or incidental damage will not be covered by the warranty.

Exclusions:

This warranty will not apply if any of the followings occurs:

1. Improper maintenance. The floor must be maintained in accordance with the instructions set out in the *Quality Flooring Installation and Maintenance Guide*.
2. Accidents, abuse or misuse. The warranty does not cover damage from heavy furniture or equipment without sufficient protection, impact damage or scars from sharp pointed object such as pet claws, or subtle changes caused by age or normal exposure to sunlight.
3. This warranty will not cover damage caused by metal tipped stiletto heels.
4. Indentations from heavy or sharp objects. This warranty will not cover any damage caused by the impact of heavy or sharp objects.
5. Water saturation. This warranty will not cover any damage caused by water saturation or inappropriate cleaning methods. The *Quality Flooring Installation and Maintenance Guide* set out procedures to follow in relation to cleaning methods to avoid water saturation.

2. TWENTY-FIVE YEAR LIMITED STRUCTURAL WARRANTY

The Supplier provides a 25-year limited structural warranty to cover the performance and appearance of the plank from delamination, splitting and geometry that would affect the planks assembly and in-service performance. **The planks must inspect prior to installation, planks deemed not fit for service SHOULD NOT BE INSTALLED and will not be covered by warranty provisions. An allowance of approximately 10% - 15% should be added to your install requirements to cover cutting and plank selection.**

Due to the variable climate condition within Australia, planks may display slight bow and twists when removed from the cartons. This is not considered a structural defect unless the planks cannot be assembled after an adequate period of acclimatization. **Note: planks should not be unpacked overnight and or left loose prior to install.**

Post installation cupping, gapping and peaking issues could be considered as an installation issue and may not be covered by the warranty. Quality Flooring Laminate flooring must be installed as per the *Quality Flooring Installation and Maintenance Guide* and in line with the floating floor install procedures. **Direct fix method is not recommended for floating profiles and will not be covered by our warranty.** If the install guidelines are not contained within the cartons provided, please contact www.qualityflooring.com.au to obtain an up to date set of instructions.

The warranties apply only to floors used for residential purposes, and do not apply to floors used for commercial or industrial purposes. Warranty provisions are extended to the individual or company that is nominated as the original point of purchase and or initial occupant at the installation site. A copy of the original receipt will be required to establish purchase history. Warranties are not transferrable.

Exclusions:

This warranty will not apply if any of the following occurs:

1. For best results, the temperature in the room/s should be between 18-24°C and the recommended relative humidity should be in the range of 35 - 55%. Depending on climate conditions slight surface cracks may occur as timber absorbs or releases moisture. This is a natural transformation of the timber during its life and is not considered a defect.
2. Extreme & environmental conditions. Exposure to direct sunlight for prolonged periods of time. During peak sunlight hours, use drapes or blinds to minimize the direct sunlight on the flooring. Laminate flooring will be affected by the continuous strong sunlight. In addition, excessive temperatures are not good for resilient floors. Some natural ventilation or intermittent air conditioning in vacant homes should be considered. Long term continuous inside temperatures over 35°C combined with strong direct sunlight will damage the flooring. Exposure of the floor to extreme heat, dryness, moisture, or water saturation, including wet mopping, improper exterior drainage, broken plumbing, hydrostatic pressure, or other sources of water will void this warranty.
3. Alteration of repair. Alteration or repair of the floor that is not authorized by the supplier prior to being carried out will void this warranty.
4. Seasonal changes. Laminate is a wood-fibre composite product and may experience slight dimensional changes immediately after installation and during normal environmental changes. These changes are not covered by this warranty.
5. This warranty will not cover damage to the floors caused by insect infestation after delivery from supplier.
6. Water saturation. This warranty will not cover any damage caused by excessive water saturation or inappropriate cleaning methods. The *Maintenance Instructions* included in this warranty document sets

our procedures to follow in relation to cleaning methods to avoid water saturation.

7. Structural defects caused by events outside the control of the supplier, including but not limited to defects caused by water from broken pipes, flooding or excess sub floor moisture due to rain are not covered under this warranty.
8. Sub-floor defects. Where the sub-floor is not level, floorboards can open-up slightly from compression into "hollow" sections of the sub-floor and squeaking can occur. Flooring installed over a sub-floor that is not level will not be covered under this warranty.

THE FOLLOWING APPLIES TO BOTH WARRANTIES:

1. The supplier reserves the right to determine at its sole discretion, whether the flooring is defective or subject to any exclusion set out in the warranties. The warranties do not apply to any flooring designated or sold as second grade or downgrade items. Any flooring so designated will be sold "as is".
2. The warranties do not apply if damage to the floor is caused by any negligent or deliberate act or omission by the purchaser or other person or if the damage is caused by any event beyond the reasonable control of the supplier (including, without limitation, floods, storms, earthquakes or fire).
3. The purchaser cannot make any claim under any of the warranties if at the time of purchase of the flooring the purchaser was aware of any fact, matter or circumstance that would or would be likely to result in a claim under the warranty.
4. The purchaser must use all reasonable endeavors to mitigate any loss or damage to the flooring.
5. The warranties are not transferable and are extended only to the original consumer purchaser of the flooring. All warranties expire upon the sale/transfer in ownership of the property.
6. The supplier is not liable for any special, indirect, incidental or consequential losses or damages, including without limitation, any accommodation expenses incurred by the purchaser whilst any flooring is being repaired, re-coated or replaced.
7. The sole remedy under the warranties is, at the supplier's sole discretion, to repair, re-coat or replace any defective flooring with the same or similar flooring of equal value. The supplier shall have final say as to what is the appropriate remedy. Any repair, replacement, or re-coating of the flooring (or attempt to do so) prior to the supplier's inspection will void this warranty.
8. The supplier must be notified in writing of any claim under a warranty within the time period specified under the relevant warranty.
9. No person other than the supplier (including without limitation any retailer, installer, dealer, distributor, agent or employee) has authority to increase or extend the scope or alter the terms of any of the warranties. Any repair or replacement of the flooring shall not in any event extend the period of coverage of any of the warranties.
10. To the maximum extent permitted by law, all warranties other than the warranties set out in this warranty in relation to the supply of the flooring to the purchaser are expressly excluded from any agreement between the purchaser and the supplier.
11. The warranties represent the entire agreement between the supplier and purchaser in respect of their subject matter. The warranties will not be extended or amended except in writing signed by the supplier.

Condition of Warranty: the flooring system must be installed by an accredited floor installer in accordance with *Quality Flooring Installation and Maintenance Guide*.

The information on this WARRANTY DOCUMENT and MAINTENANCE INSTRUCTIONS MUST be followed in every way. If any of these requirements are NOT followed, you will be jeopardizing your laminate flooring performance and/or warranties and guarantees.