

QUALITY FLOORING SPC HYBRID 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 SPC Hybrid flooring range:**

In this document:

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

The warranties are extended to the original purchaser of QUALITY FLOORING’s SPC Hybrid flooring which has been installed using recommended installation methods and floor care procedures described in the *QUALITY FLOORING Hybrid SPC 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 Hybrid SPC Installation and Maintenance Guide* will void the warranty of the SPC Hybrid flooring. Quality Flooring warrants all SPC Hybrid products to be free from defects in material and workmanship, under normal use and service, for a specified length of time from the date of purchase as set forth below. This Limited Warranty only applies provided the flooring covered by this warranty is installed and maintained according to the *QUALITY FLOORING Hybrid SPC Installation and Maintenance Guide*.

Warranty Coverage	Warranted Products / Warranty Periods					
	Group A Wear-layer:0.5-1.0mm		Group B Wear-layer:0.3mm		Group C 0.15mm>Wear-layer>0.2mm	Group D Wear-layer:0.10-0.15mm
	Residential	Commercial	Residential	Commercial	Residential	Residential
Manufacturing defect	25-years	10-Years	20-Years	5-Years	10-Years	3-Years
Wear, Fade or Stain*	5-years	5 Years	5-Years	5-Years	5-Years	3-Years

DEFINITIONS:

"Wear" must be through the wear layer to the degree that the printed pattern is affected or altered.

"Fade" must be to the degree that the floor is permanently discolored.

"Stain" must be from normal household cleaning agents, chemicals or routine care & maintenance.

THE FOLLOWING APPLIES TO THE WARRANTY:

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 the purchaser in respect of their subject matter. The warranties will not be extended, varied or amended except in writing signed by the supplier.

The information on this WARRANTY DOCUMENT and the *QUALITY FLOORING Hybrid SPC Installation and Maintenance Guide* MUST be followed in every way. If any of these requirements are NOT followed, you will be jeopardizing your wood floor performance and/or warranties and guarantees.

By reading this document, you have acknowledged and understand the guidelines, terms and conditions in this document. All warranty claims must be in writing with proof of purchase.