



envirofloor Limited Residential Warranty

Timber Flooring

As an Australian flooring distributor, we endorse and recognise all rights of the consumer under the Australian Consumer Law.

This warranty applies to goods identified in this warranty that are supplied by Auswood International Pty Ltd, ABN 13 108 315 448 (**AUSWOOD/envirofloor**).

All our products are manufactured under management systems independently and externally certified as complying with ISO9001 (Quality Assurance & Management Systems) and ISO14001 (Environmental Management Systems). We are proud of our hard flooring products and guarantee all our hard flooring products against defects in materials and workmanship pursuant to the terms of this warranty. Our Australian After Sales Service team can be relied upon to respond to any consumer queries or concerns with our products.

Our Residential Warranty

In addition to any rights available under Australian Consumer Law, which may exceed the rights under this warranty, AUSWOOD/envirofloor guarantees that, when used in a residential premises in accordance with the General Conditions and Homeowner Obligations set out below your flooring will perform as detailed for up to 25 years following the original installation (see pro rata details below):

Abrasive Wear Resistance Warranty

Under normal household conditions and use, the wear layer of your floor will not abrasively wear through to the design layer in a single area greater than 1cm². Abrasive wear means actual wearing through of the floor surface to show a visual change in the floor's appearance and does not include other changes in appearance: e.g. scratches, chips, indentations, small gaps due to seasonal movements, gloss variation between boards, reductions in gloss level etc. or other change in appearance due to events set out clause 7 of the General Conditions.

General Conditions

1. This warranty applies to new AUSWOOD/envirofloor Timber Floors purchased in Australia after 1 September 2020 and professionally installed in accordance with the AUSWOOD/envirofloor Timber Floors Installation Instructions available at www.auswood.com.au and used indoors in a residential premises.

2. This warranty is only provided to the original purchaser of the floor, or if the original purchaser is a builder or developer, to the owner of the residential home 12 months after purchase of the floor and is not transferrable.

3. This warranty only applies to new flooring in its original and proper installation.

4. This warranty does not apply to floors installed in areas/rooms with built in drains (e.g. showers) and, other than products carrying the Water Resistance Warranty, in wet areas as bathrooms, toilets and laundries (residential kitchens are NOT considered wet areas) or floors installed in areas subject to significant non-foot traffic.

5. AUSWOOD/envirofloor reserves the right to refuse a claim under this warranty for flooring that is installed where a reasonable inspection of the flooring before installation would have identified the fault.

6. This warranty does not cover labour charges associated with any rectification work. In some cases, reasonable labour costs may be considered, at the sole discretion of the authorised AUSWOOD/envirofloor representative.

7. This warranty does not cover damage to the floor which has been caused by:

- Improper installation (for example,, without limitation, a failure to provide expansion joints, or failure to properly engage click system).
- Damage caused after installation by any one, except where that damage is a direct result of a fault with the product.
- Improper maintenance, application of improper cleaning agents and/or failing to carry out proper routine maintenance in accordance with the recommendations described in the AUSWOOD/envirofloor Timber Floor Care and Maintenance recommendations.
- Damage arising due to the exposure of the floor to extreme cold (under 0°C) or extreme heat (over 55°C), excessive direct sunlight, weather or improper humidity in the environment or installation over subfloor heating (other than in strict accordance with the installation recommendations).

Consumer Guarantees

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. Under the Australian Consumer Law, and in accordance with its provisions, you are entitled to a replacement or refund for a major failure (as defined under the Australian Consumer Law) and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

This excludes:

- Damage directly associated with exposure to excessive moisture (either to the surface or water/moisture trapped beneath the floor), moisture ingress from any source into the core or indentations or cleaning that is too wet.
- Things ordinarily covered by homeowner insurance policies, such as accidents, burning, flooding, persistent moisture or smoke.

- Mechanical stress, abuse (being any use considered unreasonable given the normal and expected use of floor in a residential home), sand, stones, dragged objects, heavy furniture, castor wheels, dropped items, burning, flooding, cutting, pet damage, smoke, exposure to very hot substances (other than most food or beverage spillages) or chemicals or industrial products (other than recommended cleaning products), or other damage caused by anything not directly attributable to a fault with the product.
- Improper alterations to the original manufactured product. Alterations, repairs, refinishing or reinstallation to the original product will void all warranties.

If your floor fails to perform?

If any part of your floor fails to perform in accordance with this warranty (and is not caused by any matters that are the subject of any exclusions in this warranty), then, without excluding any rights you have under the Australian Consumer Law, AUSWOOD/envirofloor will supply free of charge the following percentage (in quantity) of an order for replacement AUSWOOD/envirofloor floor of the same or comparable quality to replace the affected area of the floor through your original retailer or another retailer in your area nominated by AUSWOOD/envirofloor equivalent to.

Year in which the claim is made, calculated from the date of installation & the Percentage are listed below:

Years 1-5 100%

Years 6-10 75%

Years 11-15 50%

Years 16-20 25%

After 20 years 10%

You will be responsible to pay the retailer the balance of the flooring and the installation costs. In relation to claims made under this warranty, AUSWOOD/envirofloor will only supply the flooring as set out above and you will be required to pay any other expenses incurred in connection with the claim. AUSWOOD/envirofloor will not reimburse or pay for your time associated with making the claim, installation costs, the cost of cleaning, repainting, expert advice, obtaining quotations, accommodation, moving or replacing furniture, equipment or fittings or the disposal of flooring or packaging (subject to any additional remedies you may have under the Australian Consumer Law)

Homeowner Obligations

- As flooring is not a branded product, it is important to retain proof of purchase to establish the floor is a AUSWOOD/envirofloor product and at its original installation site. Please keep proof of purchase in the form of a receipt, bill, invoice or statement from the retailer, showing the price you paid and the date of its purchase, together with proof of installation address and date. Make sure you also know which AUSWOOD/envirofloor product you have purchased and the warranty applicable to the floor (details are on the back of samples in store at the time of purchase). So, AUSWOOD/envirofloor has a record of your purchase, register your warranty at www.auswood.com.au within 30 days of purchase. We are not required to meet any warranty claim where you cannot provide proof of purchase.

- Have your floor installed by a professional/qualified installer in accordance with the AUSWOOD/envirofloor Laminate Floors Installation Instructions available at www.auswood.com.au

- Maintain and protect your floor as set out in the AUSWOOD/envirofloor Timber Floors Care and Maintenance Guide.

Making a Claim If you believe your floor is failing to perform in accordance with this warranty or as required by the Australian Consumer Law, please notify your retailer. Be sure to describe the specific problem (providing a photo if possible) and include a copy of your proof of purchase.

Your retailer will take appropriate action, including arranging an onsite inspection of the installation (if appropriate) and notifying AUSWOOD/envirofloor if necessary.

This guarantee is provided by Auswood International Pty Ltd, ABN 13 108 315 448.

Ph.1800 888 986. Email: info@auswood.com.au

Should you be unable to contact your retailer, or if you do not get a satisfactory response from your retailer, please contact AUSWOOD/envirofloor directly.