

## PRODUCT WARRANTY



## HYBRID FLOORING WARRANTY

### SANTA MONICA XL

Product must be inspected prior to installation for visible defects or variation (colour, quality) to that ordered. Once installed warranty will apply only to defective product. Any variations in product will be deemed to have been accepted if installed. A 10% colour variation from sample to supplied product is considered acceptable.

### WARRANTY PERIODS

Note: The warranty period will not be changed once a complaint has been recognised and resolved.

### 20 YEAR RESIDENTIAL WARRANTY

Warranty is from date of purchase:

- Free from manufacturing defects for the above stated warranty period
- Impervious to 'wear through' when installed and maintained according to instructions and subjected to normal residential wear and tear
- Stain resistant to most common household products

### 7 YEAR COMMERCIAL WARRANTY

Warranty is from date of purchase:

- Free from manufacturing defects for the above stated warranty period
- Impervious to 'wear through' when installed and maintained according to instructions and subjected to normal commercial wear and tear
- Stain resistant to most common household and commercial products

### CLAIMS

- Warranty applies to original purchaser only
- Proof of purchase is required for all claims

- Claims for wear must show a minimum 1 inch diameter
- Guarantee is pro rated based on amount of time floor has been installed.
- To file claim under warranty

### RESTRICTIONS

No representative or agent of Rhino Flooring Range if authorised to assume any additional liability or responsibility of behalf of Rhino Flooring Range.

### EXCLUDED FROM WARRANTY

- Fading or discolouring from direct sunlight
- Damages through incorrect installation care and maintenance (refer to [rhinoflooringrange.com.au](http://rhinoflooringrange.com.au))
- Water damage, insect infestation, man-made or natural disaster, stains or mechanical damages to the surface that is caused by incorrect treatment, use or storage (especially damage caused by high heel shoes, furniture, stones, pets etc.)
- Colour change and variation from ageing of floor and climatic changes
- Warranty is nullified if product is renovated or repaired after installation (unless repaired by original supplier)
- Any associated costs such as rectification work, removal of fixtures or furniture, painting, accommodation, loss of time and incidental costs
- Stains or reduction in gloss level due to normal use and or exterior applications
- Any product that is installed on a timber or particle board subfloor that has direct contact with outsider conditions without the use of a thermal barrier.
- Discolouration caused by mats and rugs or any foam rubber backed covering.