

LAMINATE FLOORING PRODUCT WARRANTY

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 recognized and resolved.

TERMS OF WARRANTY

If a defect covered by this Limited Warranty is found within the warranty period, Rhino Flooring Range will supply new flooring material of similar colour, pattern and quality to replace the defective area. All final approvals for replacement or rectification works that may be required must be approved by an appropriate Rhino Flooring Range representative.

INSTALLATION

This Limited Warranty covers material costs provided that such flooring is installed complying with Laminate Installation & maintenance guideline. Items such as temporary accommodation, external contractors, re-painting and re-installation will not be covered by warranty provisions.

- Cover flooring with adequate sheeting or protection if construction is still occurring at the time and after install.
- Paint prior to the flooring installation. If unable to, cover flooring with sheets prior to sanding or painting to stop dust settling into floors micro-bevel.
- Incidental scratching, indentations, fading and chipping from external sources are considered site related and cannot be covered by the warranty provision.
- Warranties don't cover any installation issues from workmanship, site suitability and installation selection.
- Installed planks with imperfections outside of natural grading are not covered and need to be taken up with the installer/contractor.

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, contact authorized dealer where product was purchased

RESTRICTIONS

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

EXCLUDED FROM WARRANTY

- Moisture ingress and/or leakage from any internal or external sources that result in the laminates failure ie. Coating or plank deformity are not covered by warranty provisions.
- Moisture ingress affecting performance and issues from incorrect heating or cooling systems will not be covered.
- Accidental damage during install or its lifecycle will not be covered by the warranty.
- Damage caused by fire or burns, intentional abuse, flooding, construction or installation.
- Damage caused by vacuum cleaner beater bar, indentations or damage caused by improper rolling loads, caster wheels, chairs or other furniture without proper floor protectors and cuts from sharp objects.
- Surface scratches or scuffing.
- Fading or change of colour due to prolonged exposure to sunlight or due to use of rubber-backed mats.
- Loss of gloss.
- Minor shading, colour or texture differences between samples or printed colour photographs or illustrations and delivered product.
- If, prior to installation, this flooring is not acclimated to room temperature at job site between 24-48 hours and, if post-installation, such flooring is not continuously maintained at such temperature, this warranty is void.
- Incidental scratching, indentations, fading and chipping from external sources are considered site related and cannot be covered by the warranty provisions.
- Warranties do not cover installation, workmanship or site suitability issues.
- Installed planks with imperfections outside of natural grading are not covered and need to be taken up with the installer/contractor.
- Loss due to loss of time, inconvenience, incidental expenses (such as telephone calls, labour and/or materials) incurred in the removal or reinstallation of the affected material, and any other incidental or consequential damages.