

## ENGINEERED TIMBER WARRANTY PROVISION

Engineered Flooring is covered by a limited warranty provided by the manufacturer.

### **Twenty-Five Years Structural (Limited) Warranty**

Manufacturer provides 25 years structural warranty to protect from major flooring performance failures, etc. delamination, splitting and geometry that would affect the planks assembling. All planks must be inspected before installation. Any planks deemed not fit for service should not be installed and will not be covered by warranty provisions. Planks twist slightly after unpacking is not considered as a structural defect due to variable Australian climate conditions unless the planks cannot be assembled after a proper period of acclimatisation. Certain cupping, doming and gapping issues may be considered site related issues, not included in the extent of this warranty.

### **Seven Year Wear (Limited) Warranty**

Manufacturer provides 7 years wear warranty, warrants the finish coating will not wear through to the underlying uncoated surface Areas less than 10% of the surface area could be related to high traffic wear or incidental damage will not be covered by the warranty provisions. Gloss reduction, indentations and scratches caused by regular traffic are not considered wear through.

### **Warranty Provisions Exclusions**

- Water damage caused by uncontrollable or accidental factors such as flooding, rainwater runoff, leaking, overflowing water/liquids at the job location.
- Damages caused by extreme conditions, etc., excessive heat, dryness or moisture.
- Use of improper cleaning products including steam mops, bleach, ammonia based cleaning products, et. al.
- Spillage of corrosive, chemical or other substances including urine.
- Improper Maintenance.
- Moisture ingress from internal or external sources including incorrect use of heating and cooling systems results in coating or plank deformity
- Damages, intentional or accidental, caused by abuse, misuse, sharp items such as stiletto heels, dragged objects, heavy furniture, sand, stones, castor wheels, pets, etc.
- Faulty or defective workmanship on the part of the installer. This includes areas that are not glued adequately.
- Improper or unauthorized alterations or repairs to the original manufactured product.
- Noises (squeaks etc.) associated with anything other than the manufacturing of the flooring.
- Changes in appearance, including damage caused by the sun or its UV rays.
- Cupping, doming, bowing, and other movement related issues throughout the flooring are caused by installation or the installed environment are not warranted.
- Variations in color, knots, grain and tone is natural and normal to timber flooring products and are not considered defects and will not form the basis of any claim under this warranty.

- Under-floor heating system is not recommended to use under flooring thus excludes from this warranty.
- As a natural product, timber may experience some small splits, blemishes, surface checking (hairline cracks). This will not be covered by this warranty.
- External installed or used timber are not guaranteed.
- Uneven subfloor that has not been adequately leveled, failures due to structural subfloor change.

### **Who Is Covered**

The original purchaser is covered. In the case that a builder or developer purchases the flooring, the occupant of the residential home 12 months after purchase of the flooring will be entitled to cover under this warranty, effective from the date of the initial purchase.

### **What Is An Acceptable Quality And Major Failures**

Engineered timber fit for use in internal environments and should not be used/installed externally. It should be installed in a "flooring friendly environment" in which direct heat and sunlight are not recommended for the best use and maintenance. It should not be installed in wet areas including bathrooms, toilets, areas or rooms where a floor waste (water drain) is present or required. All mechanical systems et. al, heating and cooling systems, must be compatible with environmental performance attributes for natural products such as timbers. Internal temperature and humidity controls need to be aligned to match performance guidelines. Cupping or deformity may occur due to high level of humidity evaporative cooling/moisturizing equipment bring. The product should be installed and maintained as relative guidelines, special attention should be directed to plank inspection prior to install. Slab or substrate should be inspected and suitable for flat and dry installation.

Engineered timber flooring is a "living" product, embraces knots, surface checking, blemishes and surface indentations, which are normal and will not be considered as a Major Failure. This also extends to pre-finished coating slightly chipped or scratches as it is not chip/scratch proof in nature. Variations in gloss levels viewed in an indirect light environment where shades and curtains present, and seasonal changed minor gapping, expansion and contraction after installation would be considered normal, not form a Major Failure. Cupping, bowing, doming, crowning and shrinkage caused by installation related issues will also not be guaranteed by this warranty. Site inspections may be required by contacting builder insurance to disclose likely causes.

Site suitability and installation are not covered in this warranty. Prior to installations, plank defects and product suitability are deemed to be assessed. This matter is between client and contractor. We would recommend that you always ask for installation or contractor warranties to cover workmanship. Structural plank delamination or surface coating deformities from normal inservice use may require a service inspection. If this arises immediate contact with your initial point of purchase is recommended.

### **How To Evoke A Claim**

To evoke a claim under this warranty, proof of purchase will be required when contact with Ceramica Homes Pty Ltd is made. The discovery of products defect, along with proof of purchase (date), the identity of retailers and the location of installation may take up to 30 days. The manufacturer must be given the opportunity to inspect the floor prior to any warranty repairs or replacement being undertaken.

Any assessment and approval for rectification works or replacement limited by this warranty will not be covered without written approval by the manufacturer. This warranty will be voided if repair jobs are undertaken by any parties other than the Manufacturer.

A minimum 10% of the installed surface area, visible from a standing height is considered to be eligible for the warranty to apply. A reasonable and fair standing point is expected to be aligned with Australian timber flooring industry when receiving complains. If the manufacturer accepts a claim limited to this warranty, options can be repair or replacement of the defective product and affected area, replacement by choosing products from the current range with equivalent value, or a refund upon agreements on a case by case basis.

The manufacturer will not be liable for indirect or special loss and damage include but not limited to the costs of temporary accommodation, re-painting, the cost of furniture removal, damages arising from loss or use of the goods, damages for physical inconveniences to any person or entity.

**This warranty is in addition to, and has no impact on, statutory rights of any purchaser.**

#### **HOW TO MAKE A WARRANTY CLAIM**

Claims must be sent to [service@ceramicahomes.com.au](mailto:service@ceramicahomes.com.au) with the following information:

- Client address and contact details.
- Proof of purchase.
- Images/video of faulty product.

These details will assist us in providing the best service possible.

The above should be submitted when an item has failed to function as intended.

Please read our [returns policy](#) prior to submitting your claim.

Should a warranty claim be made, an authorized Ceramica Homes agent has attended the location, inspected, and is of the opinion that the issue was caused due to incorrect or faulty installation or where the products were misused or conditions of the claim are void as per our policy, or if the warranty period has expired.

Ceramica Homes has the right to charge a service fee.