

HYBRID FLOORING WARRANTY PROVISIONS

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

25 YEAR LIMITED (LIFETIME) STRUCTURAL WARRANTY

DURO Hybrid Flooring is provided with the 25 Year Manufacturers Limited Lifetime Structural Warranty to cover the performance and appearance of the plank from delamination, splitting and geometry that would affect the planks assembly and in-service performance. The planks must be inspected prior to installation; planks deemed not fit for service should not be installed and will not be covered by warranty provisions. An allowance of approximately 5 -10% should be added to your install requirements to cover cutting waste and plank selection.

Due to the variable climate conditions within Australia and New Zealand planks may display slight bow when removed from the cartons this is not considered a structural defect unless the planks cannot be assembled after an adequate period of acclimatisation. Note; planks should not be unpacked overnight and or left loose prior to install for any extended period of time. Hybrid flooring is designed with a click assembly profile for floating installation only. Please refer to installation guidelines in product specifications.

Planks required for the expected install area should be unpacked approximately 30 - 60 mins prior to actual placement to allow for normal room acclimatisation. It is vital that the room temperature is kept relatively constant during the installation. You should avoid installing during extreme temperature conditions that are either excessively high (> 33c) or excessively low (<10c). If rooms are exposed to direct external heat and sunlight, openings should be covered by blinds or suitable window and door treatments to minimise direct heat exposure. Maintaining a constant temperature and moderate humidity within your home is beneficial to the floor service life and your general well-being.

Warranty provisions are extended to the individual or company that is nominated as the original point of purchase and or initial occupant at the installation site. A copy of the original receipt will be required to establish purchase history. Warranties are not transferrable.

25 YEAR LIMITED LIFETIME STRUCTURAL WARRANTY RESIDENTIAL

Manufacturer provides a 25 Year Limited Lifetime Structural Warranty that guarantees that the planks will not wear through to the underlying surface, warp, split or delaminate. This in course implies that the appropriate conditions for use are in line with the provisions set out in our Installation and Care and Maintenance instructions. Please make sure you understand the guidelines before commencing any cleaning and maintenance schedules. This information should be passed onto third party contractors if you are not responsible for cleaning the floor area.

5 YEAR LIMITED LIFETIME STRUCTURAL WARRANTY COMMERCIAL

Hybrid Flooring provides for a 5 Year Manufacturers Limited Commercial Wear Warranty that guarantees that the finish coating will not wear through to the underlying surface, warp, split or delaminate. This in course implies that the appropriate conditions for use are in line with the provisions set out in our Installation and Care and Maintenance instructions. Areas less than 10% of the surface area that could be related to high traffic wear or incidental damage will not be covered by the warranty provisions. Please refer to installation guidelines in product specifications.

AUSTRALIAN CONSUMER LAW UPDATE 2012

Hybrid Flooring planks are provided with limited performance warranties that cannot be excluded under Australian Consumer Law. Entitlements include a replacement or a refund for what is termed as a major failure and for agreed reasonably assessed associated costs. Entitlements also allow for the goods to be replaced if the product fails to meet an agreed acceptable quality and that quality does not constitute a major failure.

WHAT IS AN ACCEPTABLE QUALITY AND USE GUIDELINES?

Hybrid flooring planks are designed to be installed for interior use only. They are not designed for external use. The product will not be covered by warranty provisions if used in an outdoor area.

The product should be installed as per the install 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. For heating and cooling, all mechanical systems must be compatible and comply with environmental performance attributes for products such as Trophy SPC flooring. Internal temperature and humidity controls need to be aligned to match performance guidelines as stated by the heating system guidelines. Evaporative cooling systems must be installed with adequate ventilation and operation should be as per system recommendations.

WHAT DETERMINES A MAJOR FAILURE?

Hybrid Flooring is provided with an Interior Use Only waterproof guarantee to cover normal household incidental spills, pet accidents and for use in wet areas such as bathrooms and laundry. Wet areas must be independently installed (not attached to other floor installation), and perimeter sealed with a mould resistant sealer.

Hybrid flooring may display characteristics such as batch and slight colour variation, blemishes and surface indentations are normal and will not be considered as a Major Failure. This will also extend to slight coating variations for gloss levels and sheen viewed in an indirect light environment (curtains / shades closed). Seasonal change resulting in slight gapping, consistently over many planks along with incidental movement of planks would be considered normal as a part of the building environment and would not constitute a Major Failure.

Once planks have been installed it is considered that site matters such as substrate suitability and the product have been accepted by the installer / contractor. The product manufacturer warranties do not cover installation and site suitability. Once installed the product is deemed to be suitable for use and plank defects that should have been removed or assessed prior to installation will not be covered by warranty provisions. This will be a matter between client and contractor. We recommend

you always ask for installation or contractor warranties to cover workmanship as installations are not covered by the manufacturing warranties. Should any in-service issues arise with the Hybrid Flooring please make immediate contact with Ceramica Homes Pty Ltd?

The limited warranties are subject to the following;

- The warranty provisions will not cover installations practices not consistent with manufacturer's guidelines. Floor care and maintenance must be conducted in line with our product guidelines to avoid coating and product damage. Warranty provisions will not cover a poorly maintained floor. Do not use Steam Mops under any circumstance.
- Incidental scratching, chipping, indentations and fading from extreme artificial and external UV light sources would be considered site related and therefore not covered by warranty provisions. Please cover flooring with adequate protection if construction is still occurring at the site to avoid any incidental contractor damage.
- In circumstances such as site flooding or the flooring being subject to an extended period of water submersion or leakage the flooring will not be covered by the manufacturing warranty. This type of natural flooding event or construction compliance failure should be reviewed by your builder or building insurer to assess the product thoroughly. Product re-use maybe possible after a thorough inspection and drying period. The planks dimensional accuracy and click system should also be reviewed if re-use is intended. Whilst the product is highly durable and interior waterproof other long-term health and hygiene matters need to be examined, such as mould and mildew or other bacteria. This type of activity is not a warranty matter for consideration by the supply chain or manufacturer. It is simply a matter for the insurer or owner to assess for future re-use.
- Natural flooding events or long-term moisture ingress due to plumbing /construction leakage from internal or external sources may result in plank deformity. This will not be covered by limited warranty provisions. Events of this nature remain a matter for your building insurance provider or builder to assess.
- Please cover flooring with adequate protective sheets before sanding or painting to stop fine dust from settling into the edges of the flooring as it may prove difficult to remove after installation. Ideally painting should be finished prior to install.
- Accidental damage during installation or throughout the products lifecycle will not be covered by warranty provisions.
- Planks that have been installed that may display imperfections outside of natural grading specifications would be deemed as acceptable and suitable for installation. These matters need to be taken up with the Installer / Contractor. Warranties do not cover workmanship, installation processes and site suitability.
- For home studio or office environments, roller or castor chairs, large or heavy filing systems, and associated equipment require appropriate surface protection. Damage as a result of these occurrences would not be covered by warranty provisions. Avoid large rolling loads.
- Floor performance issues that may arise as a direct or indirect result of significant flooding or plumbing leakage events along with the incorrect use of heating and cooling systems will not be covered by warranty provisions. Note; Evaporative cooling systems need to be operated as per the manufacturers guidelines. Please consult with the builder or system installer to better understand operating methods.
- All assessment and final approval for replacement or rectification work that may need to occur must be formally approved by HTT Floors prior to any repair activity. Costs associated with any

rectification or re-supply will only cover replacement flooring materials for amounts as determined in a formal notice of agreement between the supplier and reseller. Items such as temporary accommodation, repainting, external contractors for removal and re-fit will not be covered by warranty provisions. Some provisions for reasonable costs may be assessed on a case by case basis and will be administered as per the individual's rights as consumer laws dictate.

HOW TO MAKE A WARRANTY CLAIM

Claims must be sent to 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.