

## LAMINATE FLOORING WARRANTY

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

### RESIDENTIAL WEAR WARRANTY

Subject to the terms of the manufacturer's warranty, all MTF laminate flooring is sold with a 25-year residential wear warranty from the date of purchase.

### 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 NOT COVERED?

- Wear that may be directly associated with water or liquid damage from any source, moisture ingress from any source into the core or indentations.
- Wear that may be associated with improper installation or improper maintenance.
- Damage, intentional or accidental, caused by water, abuse, misuse, stiletto heels, dragged objects, heavy furniture, sand, stones, castor wheels dropped items etc.
- Scratches or surface marks / stains.
- Labour charges associated with any rectification work. In some cases, reasonable labour costs may be considered, at the sole discretion of the distributor's authorised representative.
- Any costs associated with any rectification work required other than the supply of new flooring and scotia beading if necessary. Re-painting, removal of fixtures or furniture, accommodation and any other cost is specifically excluded from this warranty.
- Of course, boards that are visibly faulty or deemed visually or structurally inappropriate prior to installation should not be installed and are therefore also not covered by this or, to the extent allowed by law, any other warranty.

### HOW TO EVOKE A CLAIM?

To evoke a claim under this warranty, communication with Ceramica Homes Pty Ltd staff must be made. Proof of purchase will be required when contact is made. Ceramica Homes Pty Ltd will then contact HTT Flooring Australia P/L or an authorized third party to arrange an inspection of the flooring installed, shortly after which a determination will be made regarding the warranty claim. Only duly authorised representatives of the manufacturer / distributor can authorise a claim. If a claim is authorised, remedies will be tailored to suit individual circumstances.

Remedies can vary depending on the condition of the floor and warrantable area from full floor replacement to the repair of individual boards. The remedy on each claim will be at the sole discretion of HTT Flooring. Should board replacement be necessary, new boards from the current

batch will be supplied to replace or repair boards. This warranty is in addition to, and has no impact on, statutory rights of any purchaser. Claims must be lodged by contacting Ceramica Homes Pty Ltd within 15 days of the problem being noticed.

### **AUSTRALIAN CONSUMER LAW**

The goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if goods fail to be of acceptable quality and the failure does not amount to a major failure.

### **ACCEPTABLE QUALITY**

MTF laminate flooring is fit for use in internal environments/installations and should not be used externally. Furthermore, MTF laminate flooring should not be directly adhered to a subfloor and must be installed as a floating floor.

MTF laminate flooring should be installed in a “laminate flooring friendly environment” in which the area is occupied, protected from direct heat and sunlight and where heating and cooling systems are in place and used to control the internal temperatures and humidity.

MTF laminate flooring, should not be installed in wet areas including bathrooms, toilets, areas or rooms where a floor waste (water drain) is present or required. Residential kitchens are not considered as wet areas. Obviously, MTF laminate flooring should be installed as per the installation instructions and maintained in accordance with the care & maintenance guidelines.

### **MAJOR FAILURE**

MTF laminate flooring is resistant to chips, scratches, stains and wear but not “proof” in any respect (i.e. scratch proof) and reasonable care should be taken to avoid scratching chips & damage from occurring. In addition, some gloss variation between boards installed may occur. MTF is made using High Density Fibreboard in the core of the product and that this wood based material can be susceptible to seasonal movement, creating small gaps between the joins of each board. Note that small gaps, gloss variation, scratches and chips are NOT considered as major failure. They are considered part of purchasing a laminate floor. These definitions are not intended to reduce or diminish the statutory rights of any purchaser.

As the warranties for MTF laminate flooring deal only with the manufactured goods, installation warranties should be sought from the installation company or individual completing the installation.

### **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.