

# WARRANTY GUIDE

## GENERAL CONDITIONS

This general warranty or parts thereof are subject to exclusions and limitations.

This warranty applies to the original purchaser of the product, installed at the original site and is non transferable. The purchaser must keep the original receipt as proof of purchase. If a problem occurs which is covered by this warranty, the purchaser must contact the reseller within two (2) days of detecting the issue.

A National Select Floors representative holds authorisation to accept or refuse a warranty claim.

National Select Floors reserves the right to designate a representative to inspect the flooring and/or remove samples for analysis prior to accepting or refusing any claim. No repairs, except for urgent exemptions may be made or until approved by National Select Floors.

Under no circumstances will the value of a warranty claim exceed the original purchase price of the product.

National Select Floors reserves the right at any time to modify or discontinue any of its products and will not be liable because of such change. If the original product is no longer available, National Select Floors may substitute with a reasonably comparable product.

## AUSTRALIAN CONSUMER LAW

Products by National Select Floors are provided with limited performance warranties that cannot be excluded under Australian Consumer Law. Entitlements to include replacement or repairs for a major failure and for compensation for any other reasonably foreseeable loss or damage as determined by National Select Floors, at its sole discretion. This is provided that a professional installer was used and was fully paid when the product was originally installed.

## INSTALLATION & MAINTENANCE PROVISIONS

Products must be installed in accordance with National Select Floors installation guidelines and in conjunction with the care & maintenance guide. Installation and Care & Maintenance guidelines are available for download from our website [nationalselectfloors.com.au](https://nationalselectfloors.com.au)

## **REPLACEMENT AND REPAIRS**

National Select Floors reserves the right to repair any product or use its own tradesperson to conduct repairs. If a fault covered by this warranty appears during the warranty period, National Select Floors will, at its sole discretion, repair or replace the faulty product. The replacement product is warranted for the remainder of the original warranty period.

If National Select Floors repairs or replaces a product as a result of a warranty claim, the customer is required to remove, store, and replace all fixtures, furnishings and any items placed over the affected areas subsequent to the original installation. These costs are the consumers responsibility.

## **ACCESSORIES**

We guarantee that flooring underlays, scotia beads, aluminium trims and stair nosings to be free from defects at the time of delivery. Standard wear & tear is not covered by this warranty. Any known faults must not be installed and must immediately contact the retailer for review.

## **FINISH WARRANTY COVERAGE**

National Select Floors warrants against lack of finish adhesion (surface coating) from the date of purchase. The surface wear claims must be readily visible from standing eye-level distance (approx. 180cm), measuring at least 6.5 sq cm. Wear-through at the edges is excluded from the warranty. This applies to Residential and Commercial warranties.

## **10 YEAR LIMITED COMMERCIAL FINISH WARRANTY**

Commercial warranty applies to areas that are considered as having light and moderate traffic including private offices, retail outlets, bistros, hotel guest rooms, meeting rooms, multi-housing common areas. This warranty also applies to residential rental properties. Subject to exclusions and limitations.

## **20 YEAR LIMITED RESIDENTIAL FINISH WARRANTY**

Residential warranty applies to products intended for installation in owner-occupied, residential premises, single-family homes, duplex homes, apartment units, granny flats, townhouses. Flooring must be in a residential setting under normal residential traffic conditions and with proper care and maintenance (See Care and Maintenance). Residential rental properties fall under the commercial warranty. Subject to exclusions and limitations.

## **LIFETIME LIMITED STRUCTURAL WARRANTY**

The lifetime structural warranty covers the original purchaser of any structural flaws in the floorboards, ensuring products are free from manufacturing faults, and classification errors.

We guarantee the flooring against bond failure between top wear layer and core board (delamination), shaping, warping and twisting when used under normal conditions and according to recommendations formulated in the product's installation and maintenance guidelines.

Under the terms of this warranty, National Select Floors agrees to replace, or may elect to repair, products covered by this warranty, subject to conditions and exclusions.

### **MAJOR FAILURE EXCLUSIONS**

Lamella Engineered Timbers is produced with real wood and is a natural material characterised by variations of colour and grain. Unique characteristics such as gum veins, medullary rays (tiger marks), checking, shakes, sapwood, past borer activity, knots and fillers may appear. These natural features are an acceptable part of a genuine timber wood floor. It may display natural batch colour variation, blemishes, surface indentations that are normal and will not be considered as a major failure.

Samples displayed in showrooms, swatches, or media files are indicative only, this extends to slight coating variations for gloss levels and sheen in an indirect light environment (curtains/shades closed), this will not be considered a major failure.

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.

### **WARRANTY EXCLUSIONS**

- Claims arising from incorrect installation or negligence, including misuse, mishandling.
- Water damage from refrigerator and dishwasher leaks, water pipe leaks and appliance failure of any kind.
- Damages caused by spills and liquids left standing for extended periods outside of product limitations.
- Natural disasters, flooding and casualty events resulting in water coming in contact with your floor and major failures normally covered by homeowners' insurance.
- Any moisture ingress arising from the subfloor, which may cause mould and mildew.
- Lack of or Improper care and maintenance; insufficient protection from furniture or scratches from moving furniture; damage caused by vacuum cleaner beater bars and metal caster wheels; wet and/or steam mopping.

- Surface scratches from normal use, indentation and chipping caused by impact, cutting, fire, heeled shoe indentation.
- The surface sheen reduction is a natural ageing of products and is not considered to be the defect of surface wear.
- Colour changes due to exposure to direct sunlight is not covered.
- Variations in shade, colour or grain structure.
- All surface wearing on transition or stair nosings are not covered by this warranty.
- Damage caused by unstable corrosive environments such as lime and any harsh liquids.
- Expansion and contraction of planks due to extreme temperature, dry or moisture conditions.
- Cupping or concaving to the width of installed boards caused by external factors.
- Any problems arising from pets, including pet urine, insects, or microorganisms.
- National Select Floors assumes no liability for incidental or consequential damages arising from the product's use or non-use.
- Any non warranty claim related labour costs.
- Products sold as is; auctioned goods, discontinued/off the rack, or indirect trades in any kind by unauthorised dealer/individual will not be covered by this warranty.
- Warranty will not be covered if the original purchaser fails to provide the purchasing invoice from your reseller.

NATIONAL SELECT  
FLOORS