

WARRANTY GUIDE

IMPORTANT NOTICE

National Select Floors recommends installation by a professional flooring contractor or skilled tradesperson.

Please ensure that the product received is the correct style and colour. If there are any doubts, do not install the floors and immediately contact the reseller. National Select Floors will not be held responsible for any costs relating to the installation of unsatisfactory or incorrect products.

If you have any concerns regarding the installation process or if the product appears doubtful in quality, such as grade, colour, finish, or appearance, DO NOT install and please contact your flooring reseller immediately for review. The reseller is responsible for contacting National Select Floors for inspection and/or replacement. Once installed, all planks are considered accepted by the installer and/or homeowner; National Select Floors assumes no responsibility for product defects after initial installation.

For any product that is deemed a manufacturing defect, National Select Floors is responsible for the replacement of materials only.

GENERAL

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

This warranty applies only to the original purchaser of the product in its original installation, is prorated and not transferable. The original purchaser must keep the original receipt as proof of purchase. If a problem appears which is covered by this warranty, the original purchaser must contact the reseller within two (2) days of detecting the issue.

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.

A National Select Floors representative holds authorisation to accept or refuse a warranty claim. No other person is authorised to waive or modify the terms of this warranty. National Select Floors reserves the right to designate a representative to inspect the flooring and 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.

INSTALLATION

All installations must be performed in accordance with National Select Floors installation guidelines relevant for each product range. This limited warranty covers products and reasonable labour costs (as determined by National Select Floors, at its sole discretion) provided that a professional installer was used and fully paid when the product was originally installed, and provided that such product was installed in accordance with National Select Floors instructions guidelines. These instructions are located inside each box and available for download from our website www.nationalselectfloors.com.au

MAINTENANCE

Proper care and maintenance must be performed following National Select Floors maintenance. These maintenance guidelines are available for download from our website.

REPLACEMENT AND REPAIRS

National Select Floors reserves the right to repair any product or use its own tradesperson to conduct repairs. If a defect covered by this warranty appears during the warranty period, National Select Floors will, at its sole discretion, repair or replace the defective 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.

National Select Floors recommends that appropriate replacement stock of the product be kept if needed for future repair or replacement.

RESIDENTIAL WARRANTY

Residential warranties only apply to products intended for installation in non-commercial, owner-occupied, residential premises (single-family homes, duplex homes, apartment units, granny flats, townhouses, etc.) Residential rental properties fall under the commercial warranty only.

COMMERCIAL WARRANTY

Commercial warranties apply 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 including hallways. This warranty also applies to residential rental properties.

PRODUCT WARRANTY

Under the terms of this warranty, National Select Floors agrees to replace, or may elect to repair, products covered by warranty, subject to conditions and exclusions and/or if it exceeds the 5% margin of error expected in the industry.

WATER-RESISTANT WARRANTY & WATERPROOF SURFACE WARRANTY (ADORN LAMINATES / STONEGROVE LUXURY HYBRIDS)

Products are not to be installed in wet areas such as bathrooms, saunas, laundries, or any other area in which high levels of steam and or moisture are present.

*Water-Resistant Warranty covers damage to the joints/grooves caused by normal use for the length of the warranty, including damages caused by damp mopping and topical spills that are promptly removed. This warranty excludes standing water on the surface and in between joints/grooves. This limited warranty is varied for each range. See product specification for the purchased product.

*Waterproof Surface Warranty covers damage to the surface caused by standing water for a limited period. This limited warranty is varied for each range. See product specifications for the purchased product.

Note: Extended exposure to moisture may cause the subfloor to grow mould and mildew. resulting in damage to the flooring. This is not a product failure and is not covered by this warranty.

LIFETIME STRUCTURAL WARRANTY

The lifetime structural warranty covers structural defects in boards, ensuring that boards are free from shaping, manufacturing defects, and classification errors.

A margin of imperfection not exceeding 5% is an accepted Australian industry standard and does not constitute a structural defect under the terms of this warranty. National Select Floors protects the original purchaser of Adorn Laminates, Stonegrove Luxury Hybrids and Lamella Engineered, guaranteeing the flooring against delamination (separation between top layer and substrate), warping, twisting, buckling, or cupping when used under normal conditions and according to recommendations formulated in the product's installation and maintenance guidelines. This warranty is subject to exclusions and limitations.

Lamella Engineered is produced with real wood and is a natural material characterised by colour and grain variations. Unique characteristics include gum veins, medullary rays (tiger marks), checking, shakes, sapwood, past borer activity, knots and fillers. Natural features and unique characteristics are NOT DEFECTS and are an acceptable part of a genuine timber wood floor.

Differences in the colour of samples and installed flooring are normal and not considered as defects.

25 YEAR RESIDENTIAL FINISH / WEAR WARRANTY

National Select Floors warrants against wear-through or lack of finish adhesion for a period of 25 years from the date of the original installation, providing that your floor is used in a residential setting under normal residential traffic conditions and with proper care and maintenance. The surface wear 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. In commercial settings, please see limited Commercial Warranty.

15 YEAR COMMERCIAL WARRANTY

This Limited Wear Warranty applies only to the original purchaser and installation site and is not transferable. This limited warranty excludes damage caused by standing water damage from refrigerator leaks, water pipe leaks, improper care and maintenance; misuse, abrasives, insufficient protection from furniture or furniture moving; damage caused by vacuum cleaner beater bars and metal caster wheels; wet or steam mopping, scratches, or indentations caused by spiked-heel shoes and pet nails; or any natural disaster event. This warranty is subject to exclusions and limitations.

WARRANTY EXCLUSIONS

- This warranty excludes all casualty events (natural disaster) resulting in water coming in contact with your floor and failures normally covered by homeowners' insurance including, but not limited to, appliances. Also excluded are damages caused by flooding or standing water from hydrostatic pressure or other casualty events.
- Colour variation will be evident from batch to batch and is excluded. Samples displayed in showrooms, swatches, or media files are indicative only and may not match the floors installed.
- 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. Avoid using area rugs to eliminate uneven exposure to sunlight.
- Any damage by chemical spills and water leakage or surface scratches, surface indentation and chipping caused by impact, cutting, fire, heeled shoe indentation, excess dryness, excessive moisture as well as abuse of any kind is not covered by warranty.
- Moisture damage caused by appliance failure of any kind or moisture ingress from below the floor (subfloor etc), which may cause mould and mildew are excluded from this warranty.
- Labour cost is not covered by this warranty.
- National Select Floors is not responsible for the expansion and contraction of panels due to any improper temperature or moisture conditions.
- National Select Floors accepts no responsibility for any problems arising from pets, including pet urine, insects, or microorganisms.
- All surface wearing on transition or stair nosings are not covered by this warranty.
- In accordance with Australian flooring industry standard, 5% of industrial defect out of the total quantity of products is allowed and, as a result, 10% of wastage during any installation should be calculated before installation is performed.
- Any defective piece is found before installation should not be installed, once product is installed, it will be deemed to have been accepted by the customer. It is the responsibility of the installer and the homeowner to inspect products' defects before installation. National Select Floors accepts no liability for any labour cost for all claims.
- National Select Floors assumes no liability for incidental or consequential damages arising from the product's use or non-use.
- The warranty is not transferable and is limited to the original purchaser only.
- Products sold as is; auction 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.
- Under no circumstances will the value of a warranty claim exceed the original purchase price of the product.