WARRANTY GUIDE

GENERAL CONDITIONS
This warranty has specific exclusions and limitations.

- It applies only to the original purchaser and the product installed at the original site for interior use.
- This warranty is non-transferable. Where the flooring is purchased by a builder or developer through a reseller, warranty coverage is extended solely to the first occupant who purchases the completed property within twelve (12) months of the original flooring purchase. The warranty period commences on the original purchase date and will not reset upon any subsequent sale of the property.
- Proof of purchase (original receipt) must be kept.
- Any issue covered by this warranty must be reported to the reseller within two (2) days of discovery.
- A National Select Floors representative has the final authority to approve or deny a warranty claim.

National Select Floors may:

- Send a representative to inspect or collect samples before confirming claim eligibility.
- Refuse repairs or modifications unless approved (except in urgent cases).
- Limit the value of any claim to the original purchase price.
- Modify or discontinue products at any time. If unavailable, a comparable substitute may be provided.

AUSTRALIAN CONSUMER LAW
National Select Floors products include performance warranties under Australian Consumer Law. Customers may be entitled to replacement or repair for major failures, and compensation for other reasonably foreseeable loss or damage. The method of resolution is at National Select Floors' discretion.

For a claim to be valid:

- The flooring must be installed by a trade professional.
- Must be installed indoors as a floating floor, not fastened or glued down to a subfloor.
- Installation must be fully paid for at the time of purchase.

INSTALLATION & MAINTENANCE PROVISIONS
To maintain warranty coverage, the flooring must be installed and maintained in line with the following documents available on the website:

- Lamella Engineered Timbers Installation Guidelines
- Lamella Engineered Timbers Care & Maintenance Guide

REPLACEMENT & REPAIRS
If a valid fault occurs during the warranty period, National Select Floors may repair or replace the product at its discretion.

- Repairs may be carried out by National Select Floors' own tradesperson.
- Replacement products are only covered for the remainder of the original warranty period.
- Customers are responsible for removing, storing, and reinstalling any fixtures, furnishings, or items covering the affected areas.

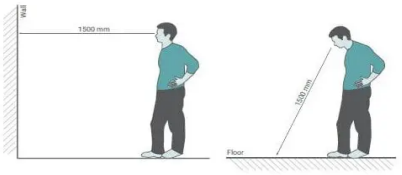
WARRANTY COVERAGE

25 YEAR LIMITED RESIDENTIAL STRUCTURAL WARRANTY
5 YEAR LIMITED COMMERCIAL STRUCTURAL WARRANTY

Covers the original purchaser and guarantees the floorboards are free from structural flaws, manufacturing defects, and classification errors. Also covers bond failure between the top wear layer and the core board (delamination), as well as shaping, warping, or twisting; provided the flooring is installed and maintained according to National Select Floors guidelines under normal conditions.

20 YEAR LIMITED RESIDENTIAL WEAR WARRANTY
5 YEAR LIMITED COMMERCIAL WEAR WARRANTY

- Guarantees against loss of finish adhesion (surface coating).
- Wear through to the underlying surface in a normal residential setting.
- Wear must be visible from a standing position (about 150 cm).
- Wear through at the edges and corners is not covered.
- Affected areas less than 10% of total surface area will be considered as high traffic wear or incidental damage, this is not covered.
- Applies to both Residential and Commercial installations.
- Subject to all exclusions and limitations.



RESIDENTIAL COVERAGE

- Applies to owner occupied homes, including single family houses, duplexes, apartments, granny flats, and townhouses.
- Must be installed in normal residential traffic conditions.
- Care & Maintenance guidelines must be followed.
- Rental properties fall under the Commercial Warranty.
- Subject to all exclusions and limitations.

COMMERCIAL COVERAGE

- Commercial coverage applies to light to moderate traffic areas, including private offices, retail outlets, bistros, hotel guest rooms, meeting rooms, multi-residential common areas, and residential rental properties.
- Care & Maintenance guidelines must be followed.
- Subject to all exclusions and limitations.

12 MONTH ACCESSORIES WARRANTY

- Accessories, including underlays, scotia beads, aluminium trims, and stair nosings, are warranted to be free from manufacturing defects at the time of delivery or collection and for a period of twelve (12) months from the original purchase date.
- Any accessory believed to be faulty must not be installed. The retailer must be contacted immediately to arrange inspection and assessment.
- This warranty does not cover normal wear and tear.
- Wear through on transition trims and stair nosings is specifically excluded from warranty coverage.

WARRANTY EXCLUSIONS This warranty does not cover damage or claims arising from:

Installation & Setup

- Improper installation, misuse, mishandling, or negligence.
- Subfloors not meeting levelness requirements or failure to follow installation guide.
- Damage to the tongue & groove locking system during installation.
- The use of silicones and adhesives in any capacity when using a floating flooring method of installation, as it may compromise the integrity and performance.

Moisture & Water Exposure

- Water damage from appliance leaks (e.g. refrigerators, dishwashers, pipes).
- Liquids or spills left standing beyond product limits.
- Damage caused by pet accidents, including urine or faeces, and any resulting staining, moisture damage, or odour issues.
- Moisture ingress from the subfloor causing mold, or mildew.
- Natural disasters, flooding, or casualty events (covered by home insurance).
- Excessive dryness or moisture of any kind.

Improper Care & Maintenance

- Insufficient furniture protection or damage from moving furniture.
- Scratches or damage from vacuum cleaners, metal wheels, wheelchairs, or castor wheels.
- Wet or steam mopping.
- Exposure to unstable or corrosive environments (e.g. lime, harsh chemicals).

Surface Wear & Aesthetic Changes

- Scratches, chips, indentations, or other damage resulting from mechanical impact or abrasion, including but not limited to high heels, dragged furniture, dropped objects, sand, or stones.
- Any deterioration caused by pets, insects, or microorganisms.
- Discolouration, staining, or other permanent surface marks.
- Changes in surface sheen or colour due to aging, UV exposure, or other environmental factors.
- Natural variations in shade, colour, batch, or grain.
- Colour differences between product samples, swatches, digital images, and the final product.

General Limitations

- Expansion or contraction from extreme temperature or moisture, including installation of non-breathable floor protection.
- Cupping or concaving due to external factors.
- Incidental or consequential damages from use or non-use.
- Products sold “as-is,” including auctioned goods, discontinued items, or purchases from unauthorised sellers.

MAJOR FAILURE EXCLUSIONS

As a natural wood product, variations in colour, grain, and texture are expected and not considered major failures, including:

- Features such as gum veins, medullary rays (tiger marks), checking, shakes, sapwood, past borer activity, knots, and fillers.
- Batch colour variations, blemishes, surface indentations and natural grain patterns.
- Differences in appearance due to lighting conditions.
- Slight variations in gloss or sheen, particularly in indirect light.
- Seasonal movement, minor gapping and occasional creaking sounds.