



## Hybrid Floors Residential Warranty

The original purchaser of Supacore flooring in Australia is offered the following warranty, effective for purchases made after 1<sup>st</sup> April 2019.

The following Complete Floors Australia Pty Ltd Hybrid Floors Residential Warranties are provided in respect to its hybrid products. The benefits given by these warranties are in addition to other rights and remedies of the consumer under a law in relation to the goods. The Complete Floors Australia Hybrid Floors Residential Warranties are subject to and qualified by the “General Warranty Conditions” and “Homeowner Obligations” set out on the following pages. You can establish the specific warranty period applicable to a particular hybrid floor (which applies from the date of the original installation) (relevant period) by checking the labels on the back of the samples, the Complete Floors Australia hybrid flooring product brochure relevant to the specific product, or by asking your retailer.

### **Abrasion/Wear Resistance Warranty**

Complete Floors Australia warrants that under normal household conditions the wear layer will not wear through to the design layer surface of your Complete Floors Australia hybrid floor for the relevant

period. Abrasive wear means actual wearing through of the floor surface to show a visual change in the floor’s appearance and does not include other changes in appearance: e.g. scratches, chips, indentations, small gaps due to seasonal movements, gloss variation between planks, reductions in gloss level etc.

### **Stain and Spill Resistance Warranty**

Complete Floors Australia warrants that your Complete Floors Australia hybrid floor is resistant to normal household stains on the floor surface and to damage from normal household spills for the relevant period. This ensures your floor will be able to resist most potentially permanent stains.

### **Fade Resistance Warranty**

Complete Floors Australia warrants that your Complete Floors Australia hybrid floor will not have a significantly noticeable colour change due to fading resulting from exposure to indirect sunlight or normal artificial light (with exception of natural ageing) for the relevant period.

### **Structural Warranty**

Complete Floors Australia warrants that your Complete Floors Australia hybrid floor in its original manufactured condition will not delaminate for the relevant period. This does not include any separation of any pre-adhered underlay from the floor.

## **Waterproof Warranty**

Complete Floors Australia warrants that the surface of your Complete Floors Australia hybrid floor is 100% waterproof and resistant to damage from mopping or normal household spills for the relevant period. The floor will not, upon reasonable exposure to water, swell, buckle or undergo any significant diminution of its structural integrity. This warranty does not cover flooding, leaking pipes, household mechanical failures, appliance leaks or similar or damage resulting from mould or mildew growth.

## **Free from Manufacturing Defects Warranty**

Complete Floors Australia warrants your Complete Floors Australia hybrid floor in its original manufactured condition shall be free from manufacturing defects for the relevant period, including defects which after time cause an abnormal change in the floor such as early wear.

## **Consumer Warranties**

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

## **General Warranty Conditions**

These Complete Floors Australia Hybrid Floors Residential Warranties apply only:

- In Australia;
- To the original purchaser of the floor or in the case of a builder or

developer the owner of the residential home 6 months after purchase of the floor;

- To floors installed in accordance with the Complete Floors Australia installation instructions set out in leaflets in the boxes and on our website at [www.completefloorsaustralia.com.au](http://www.completefloorsaustralia.com.au);
- To new, first quality flooring in its original installation; and
- To floors used indoors in a residential home, excluding areas/room with built in drains (e.g. showers).

These warranties relate solely to residential uses. For details of Complete Floors Australia Hybrid Floors Commercial Warranties, please ask your retailer or Complete Floors Australia account manager. Lifetime coverage (where applicable) is defined as the life of the floor from the date of installation. The Complete Floors Australia Hybrid Floors Residential Warranties are not transferable. Complete Floors Australia reserves the right to refuse a claim under the Complete Floors Australia Hybrid Floors Residential Warranties for flooring that is installed where a reasonable inspection of the flooring before installation would have identified the fault.

## **Complete Floors Australia Hybrid Floors Residential Warranties do not cover:**

- Damage due to improper installation or improper maintenance, application of improper cleaning agents, methods, mishaps or damage caused by failing to carry out proper routine maintenance
- Damage arising due to the floor being exposed to extreme cold (under 0°C) or extreme heat (over 55°C), excessive direct sunlight, weather or improper humidity in the environment or installation over subfloor heating (other than in strict accordance with the installation recommendations).
- Damage directly associated with exposure to excessive moisture (either to the surface or water/ moisture trapped beneath the floor).
- Damage resulting from mechanical stress, accidents, abuse (being any use considered unreasonable given the normal and expected use of floor in a residential home), sand, stones, dragged objects, heavy furniture, castor wheels, dropped items, burning, flooding, cutting, smoke, exposure to very hot substances (other than most food or beverage spillages) or chemicals or industrial products (other than recommended cleaning products).
- Damage caused by risks covered by a generally available home owner insurance policy.
- Improper alterations to the original manufactured product. Alterations, repairs, refinishing or reinstallation to the original product will void any and all warranties.
- Failure due to structural changes in the subfloor, settling of the building or an uneven subfloor that has not been adequately levelled (+/- 3mm over 2000mm).

- Labour charges associated with any rectification work. In some cases, reasonable labour costs may be considered, at the sole discretion of the authorised Complete Floors Australia representative.

## If your floor fails to perform?

If any part of your Complete Floors Australia hybrid floor fails to perform in accordance with any of the Complete Floors Australia Hybrid Floors Residential Warranties, Complete Floors Australia will supply, free of charge, the following percentage (in quantity) of an order for replacement Complete Floors Australia hybrid floor of the same or of comparable quality to replace the affected area of the floor through your original retailer (or another retailer in your area nominated by Complete Floors Australia) equivalent to:

### 25 Year Residential Warranty

Year in which the claim is made, calculated from date of installation:	Percentage:
Year 1 to 5	100%
Year 6 to 10	70%
Year 11 to 15	40%
Year 16 to 20	20%
Year 20-25	10%

### 10 Year Light Commercial Warranty

Year in which the claim is made, calculated from date of installation:	Percentage:
Year 1 to 2	100%
Year 3 to 4	70%
Year 5 to 6	40%
Year 7 to 8	20%
Year 9-10	10%

You will be responsible to pay the retailer the balance of the flooring and installation costs.

In relation to claims made under the Complete Floors Australia Hybrid Floors Residential Warranties, Complete Floors will not reimburse or pay for installation, underlay, your time associated with making the claim, the cost of cleaning, repainting, accommodation, expert advice, obtaining quotations, moving or replacing furniture, equipment or fittings or the disposal of flooring, underlay or packaging.

## Home Owner Obligations

In addition to you complying with the other conditions which apply to the Complete Floors Australia Hybrid Floors Residential Warranties, in order to obtain and maintain your coverage under the Complete Floors Australia Residential Warranties, you must:

- Keep proof of purchase in the form of a receipt, bill, invoice or statement from the retailer, showing the price you paid for the flooring and the date of its purchase, together with proof of installation date. You must also demonstrate the floor is still at the original installation site.
- Have your floor installed and maintained in accordance with instructions set out in this brochure. Making a Claim Should you believe your Complete Floors Australia hybrid floor is failing to perform in accordance with these Complete Floors Australia Hybrid Floors Residential Warranties or your Australian Consumer Law rights, please notify your retailer to arrange an onsite inspection of the installation. Be sure to describe the specific problem (providing a photo if possible) and to include a copy of your proof of purchase. The retailer will take appropriate action, including the notification to Complete Floors Australia

if necessary. You must bear your expenses of claiming under the Complete Floors Australia Hybrid Floors Residential Warranties. Should you be unable to contact your retailer, or if you do not get a satisfactory response from your retailer, please contact Complete Floors Australia directly. Our contact details are:

**Complete Floors Australia Pty Ltd**

PO BOX 2270,  
Beenleigh QLD 4207

[sales@completefloorsaus.com.au](mailto:sales@completefloorsaus.com.au)

[www.completefloorsaustralia.com.au](http://www.completefloorsaustralia.com.au)