

Warranty Heritage LVP

Warranty coverage

Complete Floors Australia, from the date of purchase, provides to the original floor purchaser, limited warranties for aspects affecting plank assembly and in-service performance, and where the defect is related to product manufacture. The warranty is for a period of 30 years for residential floors and 10 years for commercial floors.

Australian and New Zealand Consumer Law

Complete Floors Australia flooring comes with guarantees that complement consumer entitlements under Australian Consumer Law and the New Zealand Consumer Guarantees Act.

Installer and owner responsibilities

- Complete Floors Australia warranties apply to interior residential and commercial floors only.
- At all times between purchase and installation, the flooring must be properly stored according to the installation instructions.
- It is necessary for the floor to have been installed to Complete Floors Australia installation instructions. This includes the correct installation environment conditions and product temperature at installation, as well as use of the correct adhesives. Adhesive curing times, before foot traffic and furniture installation, also need to be adhered to.
- Any damaged planks or planks with inconsistencies affecting floor appearance or performance that would have been apparent prior to installation should not have been installed, and if installed will not be covered by the warranty.
- Any appearance or performance inconsistencies relating to inadequate subfloor preparation will not be covered.
- The floor needs to have been cleaned and maintained in accordance with Complete Floors Australia 'Taking care of your Complete Floors Heritage LVP Flooring' instructions.

Warranty

Complete Floors Australia warrants that the planks:
Will not contain manufacturing defects visible at the time of installation.

Will not contain hidden defects being those not visible at manufacture or installation.

Will not wear through to a loss of pattern design under normal use.

Will not permanently indent under normal use (note that this excludes heavy furniture items and point loads).

Warranty exclusions

- Damage through improper storage and handling
- Damage through incorrect cleaning products and practices (e.g. abrasive cleaners and pads).
- Scratches, scuffing and abrasion due to inadequate care.
- Indentations caused by improper loads (e.g. heavy furniture where the feet or rollers are not of sufficient area to adequately distribute the load).
- Any damage caused by pets including scratches and indentation.
- Damage as a result of unsuitable conditions developing (e.g. moisture ingress (that can cause odour and mould), flood, fire, effects of extreme weather).
- Colour changes that occur with aging, and colour related effects of rugs and other objects.
- Damage from high impact or very hot items (e.g. cigarettes)
- Stains and discolouration from substances.

Making a claim

With valid warranty claims, Complete Floors Australia and the manufacturer, at its option, will supply a replacement equivalent product or similar from the current range, to repair or replace the defective boards or affected floor area, or refund up to the purchase price of the defective product.

At the time of installation

If boards are considered to have warranty related concerns at the time of installation, they are to be returned to the supplier for inspection and replacement pending assessment. If boards have been installed, replacement boards will still be provided, but the warranty does not cover their installation.

After the floor is in service

- The person claiming must provide proof of the date of purchase, the original purchase price, evidence of being the original purchaser, and that the floor is at the original installation site.
- Evidence of correct installation practice and ongoing care is to be provided with any claim.
- Written notice to Complete Floors Australia must be received within 30 days after discovery of any claimed flooring, covered under this warranty.
- Complete Floors Australia or its representative must be given the opportunity to inspect the floor and be given 60 days, following notice, to inspect, assess and respond.



HERITAGE
LUXURY VINYL PLANK
BY COMPLETE FLOORS AUSTRALIA

Warranty Heritage LVP continued

Warranty disclaimers

This warranty is exclusive. It covers the repair or replacement of only those boards accepted under the warranty claim. It does not cover labour costs associated with remedial work to install the floorboards or associated works. This is the only exclusive remedy available.

Neither Complete Floors Australia, nor the manufacturer shall be liable for loss of use or any other incidental or consequential costs, expenses or damages incurred by the original purchaser.

Maintaining your floor

It is important to understand that flooring comes with a coated surface that is tough and resilient and that there is no need for any further sealing or waxing. Regular cleaning is however needed as outlined in 'Taking care of your Complete Floors Heritage LVP Flooring'. In summary, this involves:

- Weekly vacuum cleaning with a soft brush head.
- Mopping up spills as soon as noticed.
- Damp mopping with a misting spray and diluted pH neutral vinyl flooring cleaner or hot water and a damp mop to which pH neutral vinyl flooring cleaner may be added. Note that the floor should dry in a few minutes.
- Fresh water rinsing with a damp mop if streaks from the cleaning solution remain.