

Scope

Covered by this warranty are all the floor coverings in the mFLOR range intended for laying in domestic applications. The warranty applies to current ranges as stated in literature, brochures and samples or as printed on the material at the time of purchase.

Validity period

The warranty's duration varies according to the products and maybe up to 20 years depending on the qualities, and the use, as recommended by the distributor (Floating Floors Pty Ltd).

The start of the warranty is at the date of purchase for the covering by the consumer, shown on an invoice produced by the retailer, clearly mentioning the reference and the selection of the covering properties. The warranty covers the original purchaser only.

Warranty

The warranty applies only to products classified as perfects and used according to Floating Floors Pty Ltd specifications for domestic use.

The following is covered by the Floating Floors Pty Ltd warranty:

- Apparent defects, indicated to Floating Floors Pty Ltd or to the retailer prior to laying, such as: appearance defects, structure defects, indelible stains, defects on the backing other than back printing.
- Manufacturing defects, indicated to Floating Floors Pty Ltd or to the retailer during the warranty period, causing after a time an abnormal change such as early wear (beginning of the pattern legibility loss).

The following are excluded from the Floating Floors Pty Ltd warranty:

- Products sold in a quality other than perfect, this includes discontinued and deleted lines.
- Defects caused by an installation which is not according to laying instructions given on the packaging or specified by the manufacturer.
- Unsuitably stored or mishandled product and product subjected to use other than for domestic/residential application. Product is for internal application only.
- Products damaged during transportation outside Floating Floors' responsibility or in any other way outside Floating Floors' responsibility.
- Products which are cut or laid with an obviously apparent defect.
- Products having been unsuitably maintained; in a way not complying with the maintenance instructions and recommendations of Floating Floors.
- Product for which deterioration, leading to its failure, is caused by sub-floor/substrate unevenness.
- Differences in colour, gloss and embossing structure between the product sold and pictures or samples and differences in manufacturing, including colour variation between different production batches.
- Damage caused by stains, burns, cuts, grooves, friction, accidental indentation, loss of colour caused by carpet backings, painted surfaces, discolouring caused by external products (including but not limited to asphalt, tar, rubber, paint etc.).

- Damages caused by stiletto heels and unprotected furniture legs.
- Damage caused by castor chairs, or any heavy point loading. Ensure that load is suitably spread in order to limit indentation damage.
- Defects and damages caused by circumstances outside Floating Floors' control.
- Loss of colour or damage caused by outside sources, including but not limited to: water leaks, flooding, heat, fire and very strong sunlight.
- All products can display discolouration caused by contact with some rubber products (e.g. Furniture feet, rugs/mats) which will likely leave permanent marks. Place rigid cups under furniture feet. Discolouration caused by the feet of waxed or stained pieces of furniture will likely leave permanent marks. Protect any sensitive parts with felt pads or rigid PVC style cups.

Condition of application

Any defect shall be indicated to Floating Floors Pty Ltd or the retailer immediately after it is found. The defect shall be acknowledged after examination of the covering by a Floating Floors Pty Ltd representative or a duly qualified authorised agent. Floating Floors Pty Ltd reserves their right to require a sample showing the defect for the purpose of further analysis.

Condition of compensation

For any defect found on a product covered by the Floating Floors' warranty and conforming to the criteria of cover and application, and further to the file being accepted by the relevant Floating Floors' department, compensation shall be granted.

Such compensation covers the replacement of the mFLOR material with either the same or comparable product or colour. Compensation takes into account actual reasonable usage over time and is broken down as follows:

| Period after purchase that the defect was recognised. Years | Rate of reimbursement – Replacement compensation | |
|---|--|------------------------|
| | mFLOR luxury design vinyl | |
| | Victoria Plank | Dropzone Dropzone Maxi |
| ≤1 | 100% | 100% |
| ≤3 | 75% | 100% |
| ≤7 | 50% | 80% |
| ≤10 | 25% | 60% |
| ≤15 | | 40% |
| ≤20 | | 20% |

For products with 5 and 8 year limited commercial / industrial warranties, warranties available upon application.

The information printed in this brochure has been published in good faith for the assistance of our customers. All recommendations and suggestions are made without accepting liability since conditions of use will vary and be beyond our control.

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

To obtain services under these warranties, start at the source where you purchased your flooring.



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