

# ILLUSIONS LUXURY VINYL PLANK

## PRODUCT WARRANTY



Product must be inspected prior to installation for visible defects or variation (colour, quality) to that ordered. Once installed, warranty will apply only to defective product. Any variations in product will be deemed to have been accepted if installed. A 10% colour variation from sample to supplied product is considered acceptable.

### WARRANTY PERIODS:

Note: The warranty period will not be changed once a complaint has been recognized and resolved.

#### 25 YEAR RESIDENTIAL WARRANTY

National Flooring Distributors warrants that the quality vinyl plank 'Illusions' will be from date of purchase:

- Free from manufacturing defects for the above stated warranty period
- Impervious to 'wear through' when installed and maintained according to instructions and subjected to normal residential wear and tear
- Stain resistant to most common household products

#### 15 YEAR COMMERCIAL WARRANTY

National Flooring Distributors warrants that the quality vinyl plank 'Illusions' will be from date of purchase:

- Free from manufacturing defects for the above stated warranty period
- Impervious to 'wear through' when installed and maintained according to instructions and subjected to normal commercial wear and tear
- Stain resistant to most common household and commercial products

### CLAIMS

- Warranty applies to original purchaser only
- Proof of purchase is required for all claims
- Claims for wear must show a minimum 1 inch diameter
- Guarantee is pro rated based on amount of time floor has been installed
- To file claim under warranty contact authorized dealer where product was purchased

### EXCLUDED FROM WARRANTY

- Fading or discolouring from direct sunlight
- Damages through incorrect installation care and maintenance (refer to instructions [www.nfd.com.au](http://www.nfd.com.au))
- Water damage, insect infestation, man-made or natural disaster, stains or mechanical damages to the surface that is caused by incorrect treatment, use or storage (especially damage caused by high heel shoes, furniture, stones, pets etc.)
- Colour change and variation from ageing of floor and climatic changes
- Warranty is nullified if product is renovated or repaired after installation (unless repaired by original supplier)
- Any associated costs such as rectification work, removal of fixtures or furniture, painting, accommodation, loss of time and incidental costs
- Stains or reduction in gloss level due to normal use and or exterior applications