

# Warranty

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Naturale Plank 3.0

VINYL PLANK

## Naturale Plank 3.0 Domestic Warranty

Airstep Flooring Naturale Plank 3.0 vinyl flooring is sold with a 25 year domestic product warranty from the date of purchase (invoice date).

### General Conditions:

This warranty is valid for Airstep Flooring Naturale Plank 3.0 vinyl planks. The warranty can only be invoked if all of the following conditions have been fulfilled. In case of doubt, contact the manufacturer, distributor or retailer.

1. This warranty applies only to the first owner and the first installation of the product and is not transferable. The person deemed to be the first owner is the person stated as the buyer on the purchase invoice.
2. Flooring planks must be checked carefully for material defects under optimal light conditions before and during installation. Products with visible defects must not be installed under any circumstances. Installation implies acceptance. The distributor must be informed in writing of such defects within 15 days. After this time has elapsed, no further complaints will be accepted. Under no circumstances can Airstep Flooring be held responsible for any loss of time, inconvenience, expenses, costs or other consequential damages caused by or resulting directly or indirectly from a problem about which a claim was made.
3. This product warranty only applies to defects inherent to the material supplied. This is understood to mean any material or production defects, acknowledged by the manufacturer, including delamination, reduced resistance of the wear layer and water resistance of the planks.
4. All planks for the same flooring project must be ordered at the same time. Compatibility of planks in repeated orders cannot be guaranteed.
5. Exposure to direct sunlight, must be avoided at all times. Prolonged contact with rubber can cause permanent stains. Do not allow cigarettes, matches or other very hot items to contact the floor as this may cause permanent damage. Cleaning efforts involving too much water and making the subfloor and / or underlay wet and / or the use of inappropriate cleaning products must be avoided at all times.

### Warranty Period and Value:

1. This warranty is valid for 25 years on the product. The date of purchase is the invoice date. The original purchase invoice, duly dated and carrying the distributor's or retailer's stamp, will need to be submitted.
2. The Airstep Flooring original warranty value is reduced by amount of time that you own it. When a claim is made, the value of the warranty becomes a percentage rate of the number of years of ownership per year based on 25 years for the wear, tear and staining warranty. The services provided under this warranty do not extend the original warranty period.

### Scope:

1. The 25 year domestic warranty applies solely for indoor installations. Any other installation is not warranted.
2. The Airstep Flooring Naturale Plank 3.0 Installation Instructions must be followed closely when installing the floor and the Airstep Flooring Cleaning & Care and Maintenance Instructions must be followed at all times after your flooring is installed. Installation Instructions and Cleaning & Care and Maintenance Instructions can be found at [www.airstepflooring.com.au](http://www.airstepflooring.com.au). The customer/fitter must be able to provide proof of compliance with the manufacturer's installation and maintenance instructions. If installation is not performed by the end user, at least one copy of these installation and maintenance instructions as well as the warranty conditions must be provided to the end-user by the installer.

3. Damage to the product must be evident, measuring, per product unit at least one cm<sup>2</sup>, and must not be the result of abusive conditions or accidents, such as, but not limited to, damage of mechanical nature such as severe impact, scratching (for example caused by dragging of furniture, too sharp pet nails, etc.) or cutting. The feet of furniture must always be provided with appropriate protective material. Chairs, settees, sofas or furniture with castor must be fitted with soft wheels or an adequate protective mat or protective castor cups must be put under this furniture to avoid residual indentation.

4. The ingress of sand and/or dust on to the floor must be prevented by installing a suitable non-rubber backed mat at all entrance doors. A coarse mat for the exterior and a fine mat for the interior at each door.

5. This warranty does not cover damage to the product caused by:

- Installation error. The product must be installed following the Naturele Plank 3.0 Installation Instructions must be followed closely when installing the floor.
- Accidents, abuse or misuse, such as scratches, blows, cuts or damage caused by sand and other abrasive materials, whether caused by a contractor, a service company, or end user.
- Exposure to extreme temperature variations.
- Improper maintenance. Please follow the instructions that are recommended by Airstep Flooring.

6. The floor may not be installed in areas where the flooring may occasionally be exposed to extremely high temperatures (such as saunas, verandas, etc.) of > 45°C on the floor.

#### **Liability:**

Airstep Flooring reserves the right, and must be offered the opportunity, to inspect the complaint in situ and, where applicable, to inspect the floor in its installed condition.

Liability arising from this warranty is restricted to:

- Hidden defects. These are defects that were not visible before or during the installation of the vinyl floor.
- The cost of removing and replacing the material is borne by the purchaser. If the product was originally professionally installed, in some cases, reasonable labour costs may be considered, at the sole discretion of the distributor's authorised representative.
- Airstep Flooring can never be held liable for any secondary damage.

Airstep Flooring will repair or replace the product, at its option. In case where a replacement of the flooring is agreed upon, only new planks of the current supply program at the time the complaint is upheld, will be supplied by the distributor's or retailer's. There will be no other form of compensation.

To make a claim under this warranty, communication with the retailer that the flooring was purchased from must be made. Proof of purchase will be required when contact with the retailer is made. The retailer will then contact Airstep Flooring to arrange an inspection of the flooring installed, shortly after which a determination will be made regarding the warranty claim. Only duly authorised representatives of the manufacturer / distributor can authorise a claim. If a claim is authorised, remedies will be tailored to suit individual circumstances.

#### **Applicable Law and Dispute Resolution:**

No other warranties of any kind are granted, either explicitly or implicitly, including sale ability or suitability for a specific purpose. Airstep Flooring is not liable for labour costs, installation costs or similar costs. Consequential damage, unusual damage and incidental damage are not covered by this warranty.