

2/29 Nealdon Drive, Meadowbrook  
QLD 4131, Australia  
P: 07 3200 7888  
**ABN: 56 455 656 175**



## **GLOBAL ALLIANCE** — TRADING —

Global Alliance Trading Pty Ltd

### **Product Warranty and Limited Liability Policy**

Global Alliance Trading Pty Ltd Click-lock Laminate, LVT Vinyl planks, Tongue and Groove Engineered timber, Click Hybrid and strand woven bamboo flooring products come with a warranty/limited liability. All flooring products were produced using German equipment and manufacturing techniques to comply with Australian standards and ensure top product quality.

The owner of the product is solely responsible for taking all necessary steps in pre installation checks. These include making sure that the environmental conditions are suitable for the product. The surface on which the floor is going on is repaired to best practice professional guidelines (consult professional installer).

Click bamboo and tongue and groove engineered timber are natural products thus colour variation is not considered a defect.

All GAT flooring products have assigned a batch/order number at the time it is manufactured. This number can be found on the packaging labels of each sealed pack. To ensure consistent color matching, check that all batch/order numbers are the same on all packs before unpack. Colors may vary slightly from batch to batch.

Upon the completion of installation it is deemed that the product has been accepted by the purchaser (owner of the product)

#### **Structural Warranty Laminate Flooring**

A 25 year structural warranty is offered for all Global Alliance Trading Pty Ltd **Laminate click lock flooring products**, effective from the date of transaction. The warranty is subject to correct installation and maintenance procedures. The product is to be free of manufacturing defects; it shall not 'buckle 'or 'cup'; it shall not bent beyond reasonable and accepted levels.

#### **Structural Warranty Bamboo Flooring**

A 30 year structural warranty is offered for all Global Alliance Trading Pty Ltd **Bamboo click lock flooring products**, effective from the date of transaction. The warranty is subject to correct installation and maintenance procedures. The product is to be free of manufacturing defects; it shall not 'buckle 'or 'cup', it shall not bent beyond reasonable and accepted levels.

### **Structural Warranty Hybrid & Vinyl Flooring**

A life time structural warranty is offered for all Global Alliance Trading Pty Ltd **Vinyl click lock flooring products**, effective from the date of transaction. The warranty is subject to correct installation and maintenance procedures. The product is to be free of manufacturing defects; it shall not 'buckle 'or 'cup', it shall not bent beyond reasonable and accepted levels.

### **Structural Warranty Engineered Timber Flooring**

A 30 year structural warranty is offered for 12mm or thicker overall core and a 25 year structural warranty is offered for 10mm overall core Global Alliance Trading Pty Ltd **Engineered Timber Tongue and Groove flooring products**, effective from the date of transaction. The warranty is subject to correct installation and maintenance procedures. The product is to be free of manufacturing defects; it shall not 'buckle 'or 'cup', it shall not bent beyond reasonable and accepted levels.

### **Finish Warranty**

A 5 year finish warranty is offered an all Global Alliance Trading Pty Ltd flooring products, effective from the date of transaction. That warranty states that the product shall be free of manufacturing defects. The finish will not wear to raw material if the product is used as intended. The correct installation and maintenance guidelines are to be followed to be coved under this warranty.

If in doubt or have any questions, regarding installation or proper maintenance please contact the seller or professional installer.

### **Warranty Exclusions/Conditions:**

The warranty will not cover any abuse of third party damage.

The warranty will not cover any product installed with defects.

The warranty will not cover any scratches and/or reductions in color/shine.

The warranty will not cover the product if maintenance and cleaning is not followed/neglected.

The warranty will not cover the product if correct floor reparation and installation procedures are not followed.

The warranty will not cover claims related to incorrect installation, cupping, flooding, mold, moisture problems, insect infestation, site conditions and sun damage.

The warranty will not cover any claims related to natural disasters, earthquakes, tornadoes, floods or other not mentioned.

Products will not be coved under warranty until full payment is received.

If the terms and conditions of sale have been breached this also voids the warranty.

The warranty does not extend past the original owner and first owners of the site of installation.

### **Claims under warranty:**

All claims are to be submitted in writing to Global Alliance Trading Pty Ltd. All claims must clearly outline the nature of the claim and all faults in detail. It is the owners responsibility to provide proof of purchase, including date, sellers details, quantities and any other details relevant to the quote. The owner must give Global Alliance Trading the opportunity to process the claim. The owner must give Global Alliance Trading Pty Ltd the opportunity to examine the product and the installation site. The owner must give an opportunity to investigate the claim prior to taking any further action. Under claim the owner must not undertake any repair, removal or replacement of any product without consent from Global Alliance Trading Pty Ltd in writing.

The owner is responsible to comply with all warranty requirements.

The liability of Global Alliance Trading Pty Ltd is limited to the replacement of the defective product if it matched the warranty guidelines. Global Alliance Trading Pty Ltd will consider full refund equal to the purchase price in the original invoice.

Global Alliance Trading Pty Ltd is not liable for any replacement or repair of any product organized by the owner.

### **Sales and Force Majeure:**

The manufacturing process of timber flooring products involves extreme heat and pressure. This process may rarely cause visible and non-visible imperfections in individual boards. These imperfections are not considered as faults and are not covered by warranty unless otherwise deemed by Global Alliance Trading Pty Ltd.

In force majeure instances Global Alliance Trading Pty Ltd shall not be liable for loss, damage, delays in shipment schedules or failure to deliver due to fire, strike, riot, accident, theft, civil disturbance or any other hindering the performance of the company in work & delivery, no responsibility shall be attached to the company for any of the above instances or cause beyond the control of Global Alliance Trading Pty Ltd.