

Symphony Vinyl Plank Warranty

Symphony Vinyl Plank comes with a Lifetime Residential Warranty and a 10 year Commercial Warranty from the date of purchase. The original purchaser is covered by this warranty and may not be reassigned or transferred.

These warranties, which begin from the date of purchase, apply to products used in dry residential applications.

Installation is installed in strict accordance with current written installation instructions.

Care and Maintenance Guidelines must be adhered to.

Non-Assignment the warranty is limited to the original purchaser and may not be assigned or transferred.

IMPORTANT: The floorboards must be inspected prior to the use and on any planks deemed not fit for service, **SHOULD NOT** be installed and will not be covered by warranty provisions.

Lifetime Residential Warranty & 10 Year Commercial Warranty

This vinyl plank flooring is provided with a Lifetime Limited Residential Warranty and a 10 Year Limited Commercial Wear Warranty. From the date of purchase, the manufacturer warrants to the original purchaser only, that under normal domestic conditions of use, the surface will not wear through during the period warranted.

With proper maintenance, the goods will perform under normal household conditions. Scratches, dents, reduction of gloss (appearance reduction), damage caused by negligence, urine, animals, or high-heeled shoes are not considered as a defect and therefore are not covered by this warranty.

All furniture requires felt to be adhered to the underneath to protect the surface of your floor. From time to time this will need to be maintained and checked for wear.

All installation instructions can be found by scanning the QR code on every pack and the manufacturer's care & maintenance guidelines can be obtained by contacting your local retailer. Please make sure you fully understand the manufacturer's care & maintenance guidelines before commencing any cleaning and maintenance schedules.

10 Year Commercial Wear Warranty Exclusions:

- All industrial food areas, such as, but not limited to, intensively frequented restaurants and cafeterias, pubs, dance halls.
- All institutional applications, such as, but not limited to hospitals and government buildings.
- Heavy commercial areas, such as, but not limited to airports, lobbies, schools, and barber shops.
- Other areas that have heavy traffic and immediate access to street traffic.

Acceptable Quality and User Guidelines

This vinyl plank flooring is designed for internal environments including floors, walls, etc, and is not warranted for external use. Furthermore, vinyl plank flooring should not be installed as a floated floor as it is only warranted as a direct stick installation.

Vinyl plank flooring must be installed in a regulated and liveable environment in which the area is occupied and protected from direct heat and sunlight. If not protected, the product could expand and contract abnormally, sliding doors and/or windows therefore need to be covered by blinds or curtains. Heating and cooling systems must be in place and used to control the internal temperatures.

The temperature of the dwelling must always be maintained between 18-28°C and a relative humidity of 40-65%.

Load Bearing Capabilities

Both the weight and distribution area of loads placed on vinyl plank flooring can potentially affect the flooring's integrity. Care must be taken to avoid the below loads:

- 1. High Point Loads:** Avoid placing objects with concentrated weight against the flooring as these can damage the floor surface. Examples include but are not limited to stiletto heels.
- 2. Dynamic Loads:** The flooring may be more susceptible to damage from dynamic loads caused by rolling, sliding, or dragging heavy objects e.g. office chairs, fridges etc.
- 3. Constant Loads:** Concentrated loads from items such as furniture legs or cabinets should be mitigated by using felt pads to distribute the weight and minimize potential wear or damage.

Major Failure

Vinyl plank flooring is highly resistant to chips, scratches, stains, and wear, but is still not "proof" in any respects (i.e., scratch proof).

Slight colour and/or pattern variation from batch to batch may occur, minor gaps between the joins of each board might be caused by temperature change. Please note these minor gaps, batch colour and/or pattern variation, chips, scratches are not considered as major failure. Once floor has been installed, it is considered that the product has been accepted by the installer/contractor.

Australian Consumer Law

Our goods come with guarantees that cannot be excluded under the current 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.

Warranty Exclusions

- The manufacturer for the purpose of this warranty will be referred to as 'the supplier'. Breach of Warranty Conditions - any breach of warranty conditions will void the warranty.
- Directly associated with improper installation or care and maintenance will void the warranty. This vinyl plank flooring must be installed in strict accordance with the manufacturer's current written installation instructions. In addition, the care and maintenance guidelines must be adhered to.
- Scratches, stains, or indentations of any type are also not covered by this warranty.
- Boards that are visibly faulty or deemed visually or structurally inappropriate prior to installation should not be installed and are therefore also not covered by this warranty.
- Surface coating damage caused by using duct tape, masking tape and/or other industry tapes.
- Pressure sensitive adhesive is not covered by this warranty. Please refer to the manufacturers Installation Instructions for recommended adhesives.
- Any damages incurred by direct exposure to excessive heat and/or sunlight.
- Damage caused by use of cleaning products other than pH neutral cleaners is not covered by this warranty. Solvents are including (but not limited to) Methylated Spirits, Turpentine, Bleach, Ammonia, Eucalyptus, Citrus, and Vinegar and/or similar solvents.
- Installation over any floor heating systems (with the exception of hydronic heated slabs) is not in accordance with manufacturer's heated slab installation instructions and is not covered by this warranty.
- Surface marks found on boards due to adhesive plasticiser migration is not covered by this warranty.
- Damage, intentional or accidental, caused by water, abuse, misuse, sand, stone, high point loads (such as stiletto heels), dynamic loads (such as dragged objects, castor wheels, dropped items), constant load (such as heavy furniture) etc.
- Direct or indirect result of incorrect use of heating and cooling systems will not be covered by this warranty. Please note subfloor heating needs to be operated as per manufacturers guidelines. Always consult with the manufacturer to better understand operating methods.
- Direct or indirect result of moisture ingress and heat damage along with the incorrect use of cleaning will not be covered by this warranty. **STEAM MOPS AND WET & DRY VACUUM CLEANERS ARE NOT ALLOWED FOR VINYL PLANK FLOORING UNDER ANY CIRCUMSTANCES.**
- Floor performance issues that may arise as a direct or indirect result of moisture ingress along with the incorrect use of heating and cooling systems will not be covered by warranty provisions. Please note Evaporative cooling systems need to be operated as per the manufacturers guidelines. Please consult with the manufacturer to better understand operating methods.
- Labour charges associated with any rectification work may apply. In some cases, reasonable labour costs may be considered, at the sole discretion of the distributor's authorised representative.
- Misuse of the warranty does not extend to damage caused by moisture penetration through the subfloor, other flooding, leaking, plumbing, overflowing, hydrostatic pressure, or any other water damage.
- Alterations where floor or subflooring has been altered, repaired, resurfaced, or replaced, no warranty will apply except to the extent implied by law.
- Any costs associated with any rectification work required other than the supply of new flooring and scotia beading if necessary. Re-painting, removal of fixtures or furniture, accommodation and any other cost is specifically excluded from this warranty.