

Serfloor Australia Product Warranty

Definitions:

- **“Wear Through”** is defined as the removal of the surface wear layer to the degree in which no colour and pattern is apparent.
- **“Commercial”** is defined as one in which business is conducted.
- **“Residential”** is defined as a private domestic residence.

Warrantied Products:

- **Glue Down** – 30 Year Residential & 15 Year Commercial Wear Warranty
- **Click Lock** – 30 Year Residential & 15 Year Commercial Wear Warranty
- **Loose Lay** – 30 Year Residential & 15 Year Commercial Wear Warranty

Conditions:

The following is a list of conditions that have to be met for any Warranty Claims.

- Serfloor Australia’s warranty applies from the date of purchase only to the original purchaser and they must provide their full proof of purchase.
- The product has been installed in accordance with the AS/NZS 1884 – 2012 Floor Coverings Act – Resilient sheet & tile – installations practices including Serfloor Australia’s installation Guide.
- The Subfloor meets the building standard under AS/NZS 1884 current at the time of installation and the appropriate adhesives were used that were recommended for the application.
- The product used has been installed in the correct room or rooms specified by Serfloor Australia.
- More than 5% of defect has to be apparent on the overall product.
- The flooring has been maintained in accordance with Serfloor Australia’s Maintenance Guide.

Exclusions:

The following is a list of exclusions that will not be covered under Serfloor Australia's Warranty.

- *Damage caused due to improper use or improper maintenance specified by Serfloor Australia.*
- *Defects caused by incorrect installation and/ or incorrect subfloor preparation, including insufficient attention to the subfloor dampness.*
- *Damage caused by stains, excessive heat, cuts, scratches and/or other abuses that the floor may be subjected to during usage not determined as fair wear and tear.*
- *Damage caused by indentation and abrasion, eg: unprotected castor wheels, furniture legs and all footwear.*
- *Any claim resulting from a manufacturing defect which is not notified to the company prior to installation.*
- *Any issues that arise from expansion and contraction of product due to extreme temperatures.*
- *Any accidental damage such as fire or flood.*
- *All installation & labor costs including the removal of the defected product.*
- *Fading and Discolouration.*

Claims Process:

- *All Claims must be submitted to the retailer from which the flooring was purchased. If the retailer is no longer trading then you may submit your claim directly through the Serfloor Australia office in writing.*
- *All claims must be made as soon as they are apparent.*
- *Your retailer must provide Serfloor Australia with all the specific documents relevant to your job including your proof of purchase, product details, installation and subfloor information including the installer's details, samples of the defected product with full photographs and a report of the defect including any areas related to the issue.*
- *Once the claim has been submitted it will be referred on to the Warranty Team who will then investigate your case. At this point in time if more information is required to make the correct assessment they will get in touch with the relevant retailer. If the claim has been accepted we will advise your retailer to make arrangements to provide the same or similar replacement of the original product.*