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Warranty Care and Maintenance

At the date of issue, information in this Service Booklet is correct. Serfloor Australia Pty Ltd reserves the right to makes changes to this guide without adversely affecting the quality or performance of our product.

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**Please note that your Service Booklet may only contain the Installation Guide and information relevant to, and required for, the particular Product(s) that you have purchased.*

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DEFINITIONS

Where contained in this document, the following terms are defined as follows:

“Commercial”- means wholly or predominantly where a business is conducted

“Customer” – means a Purchaser who also holds a Business Credit Account with the Supplier

“FTA” – means Fair Trading Acts

“GST” – means Goods and Service Tax in accordance with the A New Tax System (Products and Services Tax) Act 1999 (Cth)

“Owner” – means the end consumer has purchased the Products from a Purchaser and now hold title of the Products

“Purchaser”- means any person who acts on a purchase based on a quotation (or tax invoice) provided by the Supplier (*also interchangeable with “original Purchaser”*)

“Product/s” – means Serfloor Australia Pty Ltd Products, including but not limited to,

“Residential” means wholly or predominantly used as a private domestic residence

“Supplier” means Serfloor Australia Pty Ltd

“TPA” means the Commonwealth Trade Practices Act 1974

“Wear Through” means the removal of the surface wear layer to the degree in which no colour and pattern is apparent.

TERMS AND CONDITIONS

1. LIMITATION OF LIABILITY

- 1.1. Serffloor, its affiliates, licensors, service providers, content providers, employees, agents, officers, and directors will not be liable for any incidental, direct, indirect, punitive, actual, consequential, special, exemplary, or other damages, including loss of revenue or income, pain and suffering, emotional distress, or similar damages.

WARRANTY

This warranty applies to the Click Lock, Engineered Hybrid Click Lock, Glue Down, Glue Down Tiles and the Loose Lay Products only.

The above warranted Products are sold with a 30 Year Residential Wear Warranty and a 15 Year Commercial Wear Warranty effective from the date of purchase.

Please note that the Serffloor Australia Installation Guides and the Serffloor Australia Care and Maintenance Guide must be followed closely during the installation, care and maintenance of all Serffloor Australia Products.

Australian Consumer Law

Our Products come with guarantees that cannot be excluded under the 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 Products repaired or replaced if the Products fail to be of acceptable quality and the failure does not amount to a major failure.

Who is covered?

The original Purchaser and/or the Owner of the Product(s) are covered under this warranty for the relevant as term specified for residential or commercial premises.

A Purchaser may make a claim directly to the Supplier.

An Owner must make a claim through the Purchaser. The Owner must make all reasonable attempts to do this. In the event that the original Purchaser cannot be contacted or is no longer trading the Owner may make a claim directly to the Supplier.

What does the warranty cover?

This warranty covers wear through in an area greater than 5% of the overall Product within the nominated warranty periods.

Serffloor Australia will only consider warranty claims in circumstances where:

- ❖ Proof of purchase is provided by the original Purchaser to Serffloor Australia.
- ❖ The Product has been installed in accordance with:
 1. Standards Australia AS/NZS 1884-2012 Floor coverings – Resilient sheets and tiles – Installation practices; and

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2. the relevant Serfloor Australia Installation Guide.

- ❖ The Subfloor meets the building standard under AS/NZS 1884-2012 current at the time of installation.
- ❖ The appropriate and recommended adhesives were used at the time of installation.
- ❖ The Products were installed in the correct room/s as specified by Serfloor Australia.
- ❖ The Products have been cared for and maintained in accordance with the Serfloor Australia Care & Maintenance Guide.

What does this warranty not cover?

This warranty shall not cover any defect or damage which may be caused or partly caused by or arise through the following circumstances.

- ❖ Failure to properly prepare for the installation of Products, including but not limited to, insufficient attention to subfloor dampness.
- ❖ Failure to properly install, care for and maintain any Products in accordance with this Service Booklet.
- ❖ Failure to follow any instructions or guidelines provided in this Service Booklet and by the Supplier.
- ❖ Spillages, flood, deluge, appliance failure or any other exposure to water or other liquids.
- ❖ Fair wear and tear, any accident, such as fire or flood, or any act of God.
- ❖ Stains, excessive heat, cuts, scratches, chips, indentations or other misuses or abuses that the floor may be subjected to during usage that is not determined by Serfloor as fair wear and tear.
- ❖ Expansion or contraction of the Product which is deemed by Serfloor to be from exposure to extreme temperatures or movement in subfloors.
- ❖ Indentation and abrasion that is including, but not limited to, unprotected castor wheels, furniture legs, sand, stones and all footwear.
- ❖ Continued use of any Products after any damage or defect becomes apparent.
- ❖ Any colour fading (please adhere to our Care and Maintenance Guide to minimise the extent of fading).
- ❖ Products that have been installed outdoors or anywhere exterior to the premises will not be covered by this warranty. Our Products are intended for internal installation only.

In respect of all claims the Supplier shall not be liable to compensate the Purchaser for any:

- ❖ Delay in either replacing or remedying the workmanship or in properly assessing the Purchaser's claim; and
- ❖ Installation and labour costs associated with the installation, case and maintenance of any Product.

All claims resulting from a manufacturing defect must be claimed prior to installation. Products that are visibly faulty or could have reasonably been deemed visually or structurally damaged or defective prior to installation, and are then installed, will not be covered by this warranty to the extent allowed by law.

This warranty will not cover Products in circumstances where the Product is found to appear different to an image of the Product, including but not limited to, digital or published images. Colour may also

appear differently depending on different lighting conditions. We recommend taking a sample of the Product to the intended installation location to see what the Product will look like in the room.

How to make a claim?

To make a claim under this warranty, communication with the Supplier, or appropriate Purchaser within the meaning of this Service Booklet, must be made as soon as the damage or defect becomes apparent. Proof of purchase will be required at the time that this communication is made.

If you purchased your Product from Serffloor Australia directly

All warranty claims must be submitted directly to the Serffloor office in writing.

The claim must be made as soon as the defect or fault becomes apparent.

You must provide Serffloor with all of 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 your claim has been submitted it will be referred on to the Serffloor Warranty team who will investigate your claim. You will be contacted at any point should more information be required to make an accurate assessment.

Should the claim be accepted, Serffloor will make arrangements to repair the defect or provide you the same or similar replacement of the original Product.

If you purchased your Product from a seller other than Serffloor Australia

All warranty claims must be submitted to the original Purchaser from which the Product was purchased. You must make all reasonable attempts to do this.

If the original Purchaser that you purchased the Product from cannot be contacted or is no longer trading the Owner may make a claim directly through the Supplier, in accordance with the above "If you purchased your Product from Serffloor Australia directly" process.

CARE & MAINTENANCE GUIDE

Serfloor Australia luxury Vinyl Planks and other Vinyl Products are ideal for all areas in the home and most commercial environments.

Our collection ensures optimum style and premium quality that will provide many years of valuable performance.

In addition, our products are designed for low maintenance, they are treated with a coating on the surface that helps to defend against scuffing and scratching, it also means the floor does not need to be sealed after installation

We have done the hard work in the beginning to provide you a product that requires low maintenance but like everything it will still require some love and tender care.

Below are important but basic instructions on how to keep your floor looking new for years to come.

Immediately following installation

- ❖ Gently remove all loose debris from the floor using a vacuum or a soft bristled broom/brush.
- ❖ If any adhesive is used and is visible on the surface remove immediately.
- ❖ Damp mop the floor with warm water or a pH neutral detergent.
- ❖ Any spare material left over should be stored away for future replacement if required.
- ❖ Install trims or existing skirting to cover the expansion gaps and transition strips where required. Do not adhere trims or skirting to the planks.

Regular Care and Maintenance

- ❖ Sweep or vacuum regularly to remove dust and dirt from the floor and avoid stains by cleaning any liquid and food products off the floor promptly.
- ❖ Sweep up all rubbish and debris that are on the floor using a soft bristle broom.
- ❖ Clean the floor with a non-abrasive cleaning solution or warm soapy water using a PH neutral detergent as strong cleaner can cause permanent damage to your flooring.
- ❖ You can use a Polish or Sealer for your floor using a Vinyl/PVC recommended solution, however, be aware this can make the floor slippery. It may also alter the colour.
- ❖ Ensure all furniture is fitted with felt pads on the base or feet of the object and never drag furniture across the floor, this will help prevent scratching and scuffing.
- ❖ Avoid rubber, acidic and petroleum-based products such as tires, casters, dyes, floor mats or asphalt sealers as these may contain chemicals that can permanently stain flooring.
- ❖ Exposure to UV rays can cause fading and/or discolouration. Protect your floor from direct sunlight with curtains/blinds or any type of blockers, to prevent discolouration/fading from the sun as warranty does not cover this.

Important Information

Please note that this is only a guide. At the date of issue, information in this guide is correct. Serfloor Australia reserves the right to makes changes to this guide without adversely affecting the quality or performance of our product.

Please note that failing to properly care for and maintain your flooring will void your warranty.

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