



Warranty Terms & Conditions for XpertPro Vinyl Flooring

XPERT PRO TASMAN CLASSIC WEAR WARRANTY

Xpert Pro Tasman Classic vinyl flooring is sold with a 10 Year Residential Wear Warranty and Commercial Wear Warranty on request, effective from the date of purchase.

XPERT PRO TASMAN PREMIUM WEAR WARRANTY

Xpert Pro Tasman Premium vinyl flooring is sold with a 15 Year Residential Wear Warranty and Commercial Wear Warranty on request, effective from the date of purchase.

MERSEYSIDE HYBRID HOME WEAR WARRANTY

Merseyside Hybrid Home flooring is sold with a 15 Year Residential Wear Warranty and Commercial Wear Warranty on request, effective from the date of purchase.

WHAT THE WEAR WARRANTY COVERS

This warranty covers wear through of the surface of the floor in any single area greater than 1cm² within the nominated warranty periods. Tasman Vinyl Flooring and Merseyside Hybrid Flooring Installation Instructions must be followed closely when installing your vinyl floor. Care & Maintenance Guidelines should be followed at all times after your flooring is installed. Installation Instructions and Care & Maintenance Guidelines can be obtained by contacting your Flooring Xtra (place of purchase or online) at any time.

WHAT THESE WARRANTIES DO NOT COVER

- Water damage to the floor as a direct result of flood / deluge or appliance failure. Scratches, chips or indentations to the surface of the floor or any other damage caused by mechanical means, misuse or abuse. Damage, intentional or accidental, caused by stiletto heels, dragged objects, heavy furniture, sand, stones, castor wheels, dropped items etc. are also excluded, as are surface marks and permanent stains.
- Wear or damage that may be associated with improper installation or improper maintenance including the use of floor cleaners not approved by the manufacturer.
- Labour charges are not covered for any installation that has not been professionally installed by a suitably qualified floor installer in the first instance. This includes DIY installations. In the instance of professionally installed floors, reasonable labour charges to repair or replace flooring, at the sole discretion of an authorised Floorscape Limited representative, are covered under warranty.
- Any costs associated with any rectification work required other than the supply of new flooring and trims, if necessary, should a warranty claim be acknowledged. Re-painting, removal of fixtures or furniture, accommodation and any other similar cost is specifically excluded from this warranty.
- Planks that are visibly faulty or could have reasonably been deemed visually or structurally inappropriate prior to installation should not be installed and are therefore also not covered by this or, to the extent allowed by law, any other warranty.

WHO IS COVERED?

The original purchaser is covered. In the case that a builder or developer purchases the flooring, the occupant of the residential home 12 months after purchase of the flooring will be entitled to cover under this warranty, effective from the date of the initial purchase.

HOW TO EVOKE A CLAIM?

To evoke a claim under this warranty, communication with the retailer that the flooring was purchased from must be made within 30 days of noticing the problem. Proof of purchase will most often be required when contact with the retailer is made. The retailer will then contact Floorscape 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. Remedies can vary depending on the condition of the floor and warrantable area, from full floor replacement to the repair of individual boards. The remedy on each claim will be at the sole discretion of Floorscape Limited. Should board replacement be necessary, new boards from the current batch will be supplied to replace or repair boards. This warranty is in addition to, and has no impact on, statutory rights of any purchaser. Claims must be lodged by contacting the retailer from where the flooring was purchased within 30 days of the problem being noticed.