



## WARRANTY GUIDE

### GENERAL CONDITIONS

This warranty is subject to specific exclusions and limitations.

- The warranty applies only to the original purchaser and covers the product installed at the original site for interior use only. It is non-transferable.
- The original receipt must be retained as proof of purchase.
- If an issue arises that falls under this warranty, the purchaser must notify the reseller within two (2) days of detecting the problem.
- A National Select Floors representative has the sole authority to approve or deny a warranty claim.
- National Select Floors reserves the right to:
  - Assign a representative to inspect the flooring and/or collect samples for analysis before determining claim eligibility.
  - Deny any repairs or modifications unless expressly approved, except in urgent cases.
- The maximum value of any warranty claim will not exceed the original purchase price of the product.
- National Select Floors may modify or discontinue any product at any time. If the original product is no longer available, a reasonably comparable substitute may be offered.

### AUSTRALIAN CONSUMER LAW

National Select Floors products come with limited performance warranties that cannot be excluded under Australian Consumer Law. Customers may be entitled to replacement or repairs for major failures, as well as compensation for any other reasonably foreseeable loss or damage. The resolution will be determined at National Select Floors' sole discretion.

For a claim to be valid:

- The product must have been installed by a professional.
- The installation must have been fully paid for at the time of purchase.

### INSTALLATION & MAINTENANCE PROVISIONS

To qualify for warranty coverage, products must be installed in accordance with:

- National Select Floors Installation Guidelines
- Care & Maintenance Guide

These documents are available for download at [nationalselectfloors.com.au](https://nationalselectfloors.com.au).

## **REPLACEMENT AND REPAIRS**

National Select Floors reserves the right to repair any product or use its own tradesperson to conduct repairs. If a fault covered by this warranty occurs during the warranty period, National Select Floors may, at its sole discretion, repair or replace the faulty product. The replacement product will be covered for the remainder of the original warranty period.

If a product is repaired or replaced under warranty, the customer is responsible for the removal, storage, and reinstallation of all fixtures, furnishings, and any items placed over the affected areas after the original installation. These costs are the consumer's responsibility.

## **12 MONTH ACCESSORIES WARRANTY**

National Select Floors guarantees that all flooring underlays, scotia beads, aluminium trims, and stair nosings are free from defects at the time of delivery or pickup. These items are covered by a 12 month warranty against manufacturing defects from the purchase date.

This warranty does not cover normal wear and tear. Faulty items must not be installed — contact the retailer immediately for review.

## **FINISH WARRANTY COVERAGE**

National Select Floors warrants against lack of finish adhesion (surface coating) from the date of purchase. Surface wear claims must be readily visible from a standing eye level distance (approximately 180 cm) and must measure at least 6.5 sq cm. Wear through at the edges is not covered under this warranty. This applies to both Residential and Commercial warranties.

## **15 YEAR LIMITED COMMERCIAL FINISH WARRANTY**

The commercial warranty applies to areas with light to moderate traffic, including private offices, retail outlets, bistros, hotel guest rooms, meeting rooms, and multi-residential common areas. It also applies to residential rental properties. This warranty is subject to exclusions and limitations.

## **25 YEAR LIMITED RESIDENTIAL FINISH WARRANTY**

The residential warranty applies to products installed in owner occupied residential premises, including single family homes, duplexes, apartment units, granny flats, and townhouses. Flooring must be installed in a residential setting under normal traffic conditions and maintained according to the Care and Maintenance guidelines. Residential rental properties fall under the commercial warranty. This warranty is subject to exclusions and limitations.

## **LIFETIME LIMITED STRUCTURAL WARRANTY**

The lifetime structural warranty applies to the original purchaser and guarantees that the floorboards are free from structural flaws, manufacturing defects, and classification errors.

We warrant against bond failure between the top wear layer and the core board (delamination), as well as shaping, warping, and twisting, provided the flooring is used under normal conditions and installed and maintained according to the product's installation and maintenance guidelines.

## **WATERPROOF WARRANTY**

The waterproof warranty covers damage caused by incidental water exposure on the surface and in between joints/grooves due to general household non-toxic spills and pet accidents from topical exposure.

To maintain warranty coverage, installation and care & maintenance guidelines must be followed. This limited warranty is subject to exclusions.

## **MAJOR FAILURE EXCLUSIONS**

Resioak Hybrids are designed to replicate real wood, showcasing natural variations in colour, grain, and unique characteristics. As a result, batch colour variations, blemishes, surface indentations, and embossing are inherent features of the product and will not be considered a major failure.

Samples displayed in showrooms and swatches, or digital media files are for reference only. Colour may vary due to periodic exposure or differences in screen monitor resolutions, this is not a major failure.

The final installed appearance may vary due to site specific lighting conditions. Additionally, slight variations in gloss levels and sheen; particularly in indirect lighting environments (e.g., with curtains or shades closed) are expected and will not be classified as a major failure.

Seasonal changes may cause slight gapping across multiple planks, as well as incidental movement of planks. These occurrences are considered normal within the building environment and do not constitute a major failure.

## WARRANTY EXCLUSIONS

- Claims resulting from incorrect installation, negligence, misuse, or mishandling.
- Failure to use a required moisture barrier on all types of subfloors, which may prevent natural expansion movement and may lead to damage from alkaline hydrolysis (high alkalinity levels), particularly when installed over concrete.
- Water damage caused by refrigerator and dishwasher leaks, water pipe leaks, or appliance failures of any kind.
- Damage caused by spills or liquids left standing for extended periods beyond product limitations.
- Natural disasters, flooding, and casualty events where water contacts the floor, as well as major failures typically covered by homeowners' insurance.
- Moisture ingress from the subfloor, which may lead to mold and mildew.
- Improper care and maintenance, including:
  - Lack of sufficient furniture protection or damage caused by furniture movement.
  - Scratches from vacuum cleaner beater bars and metal caster wheels.
  - Wet and/or steam mopping.
- Surface scratches from normal use, chipping, and indentations caused by impact, high-heeled shoes, fire damage, or heat from hot surface items.
- Reduction in surface sheen due to natural aging (not considered a surface wear defect).
- Samples displayed in showrooms, swatches, or digital media files are for reference only. Minor differences in colour are excluded from this warranty.
- Colour changes due to direct sunlight exposure.
- Variations in shade, colour, batch, or grain structure.
- Surface wear on transition pieces or stair nosings.
- Damage caused by exposure to unstable or corrosive environments, such as lime and harsh liquids.
- Expansion and contraction of planks due to extreme temperature or moisture conditions.
- Damage caused by excessive dryness or moisture of any kind.
- Cupping or concaving of boards due to external factors.
- Scratching and damage caused by pets, insects, or microorganisms.
- Any incidental or consequential damages arising from product use or non use.
- Non warranty related labor costs.
- Products sold "as-is," including auctioned goods, discontinued/off-the-rack items, or indirect trades from unauthorised dealers or individuals.