



Limited Liability Structural Warranty

Australian Outback flooring is backed by a comprehensive limited liability warranty, designed to provide long-term confidence in your flooring investment.

Australian Outback flooring is warranted to be free from manufacturing defects under normal use.

For residential applications, Australian Outback includes a 20-year limited liability warranty covering normal use within the home.

In approved light commercial environments, Australian Outback is supported by a 10-year limited liability warranty, reflecting its durability in higher-traffic settings.

These warranties are provided in addition to, and do not replace, the consumer guarantees and rights available under the Australian Consumer Law, which cannot be excluded.

Limited Liability Surface Warranty

Australian Outback is backed by a 20-year limited liability surface warranty for residential use and a 10-year limited liability surface warranty for approved light commercial environments.

This warranty applies to the original purchaser from the date of sale and covers normal internal installations only.

For residential applications, the surface finish is protected against wear-through to the base layer for up to 15 years under normal use. Correct installation and ongoing maintenance are required for warranty coverage to apply.

Changes in appearance such as gloss reduction, fading, or surface scratching from everyday foot traffic are not considered surface failure and are not covered under this warranty.

Where a valid claim is accepted, a refund up to the original purchase price may be considered. A minimum of 10% of the total installed area must be affected for a claim to be eligible.

Notes/Conditions

This warranty is provided exclusively to the original purchaser of the flooring and applies only to the initial installation location. Coverage does not transfer to subsequent owners if the property is sold.

The owner is responsible for supplying valid proof of purchase, including the purchase date, place of purchase, seller details, quantities supplied, and any other information reasonably required to assess a claim.

Products will not be covered under this warranty where proof of payment cannot be provided. The owner must also demonstrate that they are the original purchaser and that the flooring remains installed at the original site of installation.

Australian Outback flooring is warranted for internal use only and is not intended for external applications.

The product is suitable for use in wet areas within the home, including kitchens, laundries, toilets, and powder rooms, when installed in accordance with the relevant guidelines.

Australian Outback flooring is not intended for use in areas subject to continuous or direct water exposure.

Australian Outback flooring is manufactured with a very low water absorption rate. To maintain product performance, the flooring must be stored correctly at all times between purchase and installation in line with installation instructions.

It is the sole responsibility of the owner to ensure that the subfloor and surface preparation are appropriate and meet the required standards prior to installation.

It is also the sole responsibility of the owner to confirm that the environmental conditions and site conditions are suitable for the product before installation takes place.

Major Product Failure

All planks must be inspected prior to installation. Planks deemed unsuitable must not be installed and will not be covered under warranty if installed. Once installed, the product is considered accepted by the purchaser or owner.

If a product fault is reported, an assessment will be carried out by an authorised representative. Where a major manufacturing failure is confirmed and could not reasonably have been identified prior to installation, a product replacement or refund may be offered. Details of the proposed remedy will be provided before any works commence.

Product replacement refers to the supply of the same product or an equivalent alternative, subject to availability. Any approved refund will be limited to the original purchase amount of the affected product.



Major Product Failure - Continued

This warranty does not apply to repairs or replacements carried out without prior written approval.

Warranty coverage is limited to replacement materials only. Labour, removal, and disposal costs are not included, although reasonable associated costs may be considered by agreement prior to works proceeding.

This warranty does not cover product failure caused by site-related factors, including inadequate subfloor preparation, improper installation, unsuitable environmental conditions, poor maintenance, or incorrect storage and handling.

All costs associated with making a warranty claim are the responsibility of the consumer. Claims must be submitted in writing within 30 days of the issue being identified and must clearly outline the nature of the claim in reasonable detail.

The owner must allow sufficient opportunity for the claim to be processed, including access to inspect the product and the original installation site, and to fully investigate the matter before any further action is taken. No repair, removal, or replacement work is to be carried out without prior written approval.

If clarification is required regarding correct installation or maintenance procedures, the owner should seek advice from the original seller or a qualified installer. Relative humidity in the area of use should be maintained between 30% and 50%, with a recommended room temperature range of 15°C to 30°C.

All heating and cooling systems must be suitable for use with floating flooring systems. Internal temperature and humidity controls must align with product performance guidelines. Evaporative cooling systems must be adequately ventilated and operated in accordance with manufacturer recommendations.

Warranty Exclusions

This warranty does not cover damage caused by indentations, scratches, negligence, accidents, water ingress, insects, animals, high-heeled or spiked footwear, urine exposure, or heavy foot traffic. Failures resulting from moisture from the subfloor or other sources are also excluded.

The warranty does not apply to damage caused by excessive heat, prolonged sunlight exposure, improper humidity, inadequate ventilation, or evaporative cooling. Areas closed off for extended periods that lead to heat build-up, moisture loss, or related damage are not covered.

Improper maintenance, misuse, insufficient protection, or failure to follow recommended cleaning, installation, or floor preparation procedures will void warranty coverage.

Issues arising from subfloor heating, structural movement, building settlement, or uneven subfloors not levelled to $\pm 3\text{mm}$ over 3 metres are excluded.

Alterations, repairs, or modifications to the original product will void all warranties. Changes in colour, finish, or appearance due to ageing, refinishing, or full or partial sunlight exposure are not covered.

This warranty does not cover scratches, loss of shine, colour variation, or damage caused by third parties.

This warranty does not cover products installed with known defects or claims relating to installation issues, cupping or warping caused by substrate movement, flooding, mould, insect infestation, sun exposure, site conditions, or moisture-related substrate issues.

The warranty does not apply to damage resulting from natural or environmental events, including earthquakes, floods, fires, or other unforeseen events beyond normal use conditions.

Coverage applies only where the product has been installed by a suitably qualified and experienced installer and has not been subjected to abuse or misuse.

Products will not be covered where the terms and conditions of sale or warranty requirements have not been complied with, or where full payment for the product has not been received.

This warranty does not cover repairs, replacements, or agreements arranged by third parties, nor does it apply to damage caused by unusual man-made or natural events, including plumbing failures or standing water during or after installation.

This warranty does not cover damage caused by heavy or fixed objects such as bookcases, billiard tables, or kitchen units installed over floating floors. Restricting natural movement can prevent proper expansion and contraction, leading to noise, stress, or product failure.

This warranty does not cover loss, damage, delays, or failure to perform caused by events beyond reasonable control, including accidents, fire, industrial action, theft, civil disturbance, or other unforeseen circumstances that impact supply or delivery.

Warranty and associated documents:

This warranty may be amended from time to time. It is the responsibility of the reseller or owner to ensure they are referring to the most current version.