

Acoustic LuxFeel Warranty

Before installation, the product must be checked for any visible defects, or variation in colour or quantity to the order placed.

After the product has been installed, the warranty applies only to products that are defective.

After installation, any variation in product will be deemed to have been accepted. It is acceptable to have a 10 percent colour variation from the product sample to the supplied product.

Warranty durations:

25 YEAR RESIDENTIAL WEAR WARRANTY

A Residential warranty applies to the areas within a living environment – a home or apartment.

Acoustic Flooring warrants that Acoustic LuxFeel planks will be from date of purchase:

- Free from defects of manufacture for a 25-year residential period.
- Resistant to 'wear through' when installed and maintained according to **Installation Instructions** and subjected to normal residential wear and tear.
- Resistant to most stains caused by common household products.

15 YEAR COMMERCIAL WEAR WARRANTY

A commercial warranty applies to a business or retail space.

Acoustic Flooring warrants that Acoustic LuxFeel planks will be from date of purchase:

- Free from defects of manufacture for a 15-year commercial period.
- Resistant to 'wear through' when installed and maintained according to **Installation Instructions** and subjected to normal residential wear and tear.
- Resistant to most stains caused by common household and commercial products.

WARRANTY CONDITIONS

- The installation of Acoustic LuxFeel flooring must be installed according to the Australian Standard AS 1884-2012 for Floor Coverings, and respecting the manufacturer **Installation Guidelines**.
- The product must be maintained respecting the care and maintenance instructions of the Company.
- Warranty applies to products purchased after 1st of May 2015.
- The product installed has been used for its rightly purpose.

CLAIMS

- The product warranty only applies to original purchaser.
- To make a claim, you **must provide**: proof of purchase, installation and subfloor preparation details, photographs of the defect.
- To make a claim for wear, flooring must show a minimum 25mm diameter.
- Guarantee is pro rated*, and based on the amount of time the product has been installed.
- To file a claim under warranty, please contact authorized dealer where product was originally purchased.
- Claims for manufacturing defects must be notified to the supplier within 6 months.
- Upon receiving a claim, Acoustic Flooring will assess the claim and reserves the right to inspect the product that the claim refers to at a suitable time for both parties. Notice of inspection to be at a mutually agreed time with acoustic flooring giving a 7-day notice. Agreed time to be so as not to unreasonably disrupt business operations.
- After a claim has been accepted and settled, the warranty period will not change.

EXCLUDED FROM WARRANTY

- Acceptable trade practice colour change and variation, result of floor ageing, climatic changes or heat exposure.
- Stains or reduction in gloss level due to normal wear and tear and or exterior applications.
- Damages resulting from incorrect installation, care and maintenance (refer to our **Installation Guidelines** and **Maintenance Guidelines**)
- Natural disaster or fire damage, water damage, insect infestation, man-made, stains or mechanical damages to the surface that is caused by incorrect treatment, use or storage (especially damage caused by furniture, stones, pets, exposed castor wheels etc.)
- The warranty is void if the product is renovated or repaired after installation (unless repaired by original supplier)
- Any associated costs such as rectification work, removal of fixtures or furniture, painting, accommodation, loss of time and incidental costs.

AUSTRALIAN CONSUMER LAW

This warranty does not affect your Statutory Australian Consumer Law rights.

Acoustic Flooring goods 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 for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

***PRO RATA WARRANTY SCHEDULE**

The year of the claim, calculated from date of installation.	25 Year Residential Warranty, Percentage:
Years 1 to 5	100%
Years 6 to 10	70%
Years 11 to 15	40%
Years 16 to 20	20%
Years 21 to 25	10%

The year of the claim, calculated from date of installation.	15 Year Commercial Warranty, Percentage:
Years 1 to 2	100%
Years 3 to 4	80%
Years 5 to 6	60%
Years 7 to 10	40%
Years 11 to 15	20%

Acoustic Flooring is not responsible for additional costs involved in making a claim, including: paying for installation of new flooring, labor costs, cleaning, repainting, quotations, moving furniture, disposal of existing flooring or packaging.