



**SPC Hybrid Flooring**  
**Rural Collection**  
***Residential Warranty***  
**Internal Floors**  
**15 year**

Auslay Industries Pty. Ltd.

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# 15 Year Product Residential warranty

Auslay Industries Pty. Ltd. Provides warranty on it's SPC plank flooring as set out in the terms and conditions on this document.

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## **PRODUCT DEFECT WARRANTY - 12 MONTHS**

Auslay Industries warrants that its SPC flooring will be free from defects in materials and workmanship for a period of 12 months from the date of first installation .

If a Product is or becomes faulty during the Defects Warranty Period, Auslay Industries will replace the faulty Product with the same (if available) or equivalent (with the same level of quality in a similar design or colour) for free, provided that :

1. you can show just cause that none of the exclusions identified below will apply.
2. Auslay Industries is satisfied that the Product has been installed, used and maintained in accordance with Auslay Industries written recommendations.
3. you provide proof of purchase of the Product, by following the procedure for making a claim set out below .

## **WEAR AND TEAR WARRANTY - 15 YEARS**

( meaning of wear and tear : the complete wearing off of the pattern on the surface due to normal traffic )

If the SPC 0.3 mm wear surface wears out during the 15 year Wear and tear Warranty Period, Auslay Industries will replace the worn out Product with the same (if available) or equivalent (with the same level of quality in a similar design or colour) product for no fee, provided that, by no later than 30 days from the expiration of the Wear and tear Warranty Period, you:

1. you can show just cause that none of the exclusions identified below will apply.
2. you can show that the Product was installed in accordance with the manufacturer's installation instructions and the AS1884-2012 Code of Practice for the laying of resilient sheet and tile flooring.
3. you provide proof of purchase of the Product, by following the procedure for making a claim set out below .

## **EXCLUSIONS THAT VOID WARRANTY**

1. Defects or gapping associated with improper installation or irregularities caused by subfloor imperfections, excessive deflection, including the presence of moisture or voids under the hybrid flooring greater than 2mm over a 2m radius..
2. Product that has not been installed with the recommended expansion gaps to all perimeters skirtings and transitions.
3. Discolouration due to UV light, or heat sources.
4. Defects caused by misuse or abuse of the product including, without limitation, scuffing, scratches, indentions, cuts, gouges, stains and burns.
5. wearing of the gloss finish as a result of normal wear and tear.
6. Any defects in the product caused because it is not maintained in accordance with standard flooring practice for SPC .
7. Colour variations between samples or printed materials and the actual manufactured SPC.
8. Colour variations within the SPC batch manufacturing.
9. over loading of the maximum weight restrictions of the flooring product resulting in damage.
10. arbitrarily disassemble , relocate
11. improper cleaning and hygiene of the product that leads to discolouration due to high concentration of chemical solutions and detergents.
12. using flooring underlayment not approved by Auslay Industries.
13. poor installation practices - not leaving the correct expansion gaps / breaking of locking edges during install



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## **RESTRICTIONS**

The warranties set out in this document are provided solely to the original end user of the product and is not assignable or transferable to a third party.

Subject to the Competition and Consumer Act 2010 , Auslay Industries will not be liable for indirect, consequential or incidental damages of any kind suffered or incurred an and end used of the product or any other persons.

## **LAW**

The benefits under this Warranty are in addition to other rights and remedies available to you under the law.

Auslay Industries goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are en-titled 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.

## **HOW TO MAKE A CLAIM**

To make a claim under the product warranty set out in this document, please contact the retailer or contractor the goods were purchase from:

1. Supply all details of the product in relation to which you are making the warranty claim.
2. Supply a description of the wear and tear or defect in relation to which you are making a claim.
3. Supply photographs of the product and the wear and tear or defect in relation to which you are making a claim.
4. Supply details of the person who installed the product in relation to which you are making a claim and the date of install.
5. Supply proof of purchase of the product in relation to which you are making a claim.

Upon receiving the claim for warranty, Auslay Industries will process all information provided. A site inspection of the warranty claim may be required by Auslay Industries or an affiliated agent.



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