



# 10 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.

---

## **Wear Warranty Period 10 Years for Auslay Industries Pty Ltd branded Hybrid flooring “ Casa N Collection “.**

Auslay Industries Pty Ltd warrants our Hybrid flooring against manufacturing defects and the stated performance criteria and will remain an essential part of the flooring system for the period of the warranty for the relevant period provided.

The benefits conferred by this warranty are in addition to, and not in substitution for, any other rights and remedies given to consumers in relation to the goods under Australian Consumer Law and are subject to the following terms and conditions. All flooring products were produced using Vietnam manufacturing techniques to comply with Australian standards to ensure top product quality.

The owner of the product is solely responsible for taking all necessary steps in pre-installation checks. These include making sure that the environmental conditions are suitable for the product. The surface on which the floor is going on is repaired to best practice professional guidelines (consult professional installer).

The manufacturer warrants to the original purchaser that the top surface layer will not wear through under normal conditions of wear and tear, for a period of ten years from the date of purchase. Gloss reduction and scratches caused by regular traffic are not considered wear through and are not covered by this warranty. The warranty becomes effective from the date of purchase.

### **Important Note:**

Warranty applies to floors installed in accordance with the relevant Auslay Industries Hybrid installation instructions.

Warranty applies to indoor applications only.

This warranty is not transferable and applies only to the original purchaser.

In the case of a builder or developer the owner of the residential property 6 months after purchase of the floor.

Proof of purchase (Original receipt from Auslay Industries Pty Ltd or an authorized distributor ) needs to be provided with the claim.

Warranty applies to new, first quality flooring.

### **Waterproof Warranty**

Auslay Industries Hybrid is waterproof but it should not be used as a moisture barrier. If the subfloor moisture content was not tested and documented at the time of installation and, due to the accumulation of moisture under the floor covering, it was deemed the cause of floor failure (cupping, peaking, buckling joints, etc.), the warranty will be voided.

It will not be aesthetically or structurally affected by exposure to a reasonable amount of water from mopping or household spills. This warranty does not cover excessive or prolonged exposure to water from floods/ leaking appliances or pipes where water may build up under the floor causing mould or mildew, hydrostatic pressure, pet urine or other corrosive liquids or outside water (from snow, rain or water which enters through an open window or door, etc.)

### **Abrasion Warranty**

Auslay Industries Hybrid protective wear layer will not wear through the decorative layer from general residential abrasive wear.

Scratches, dents, chips and gloss level variation or reduction are not considered wear through and are not covered by this warranty.

### **Structural Warranty**

Auslay Industries Hybrid will remain structurally sound and not delaminate for the period of the warranty. To ensure the warranty remains valid, it is crucial to adhere to the manufacturer's installation guide during the installation process.



# 10 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.

---

**Auslay Industries Residential Warranty does not cover:**

1. Indentations, scratches, damage caused by negligence or accident, water ingress, insects, animals, high-heeled or spiked shoes, urine and high traffic areas.
2. Failure to follow the manufacturer's written floor installation instructions, including protecting the floor from moisture from the subfloor and other sources and improper substrate levels.
3. Exposure to excessive heat, sunlight or improper humidity in the environment.
4. Improper maintenance, insufficient protection or misuse.
5. Where subfloor heating is used.
6. Natural disasters, earthquakes, tornadoes, floods or any other unmentioned disasters.
7. Improper alterations to the original manufactured product. Alterations or repairs to the manufacturer's original product will void any warranties.
8. Changes in colour or appearance due to full or partial exposure to sunlight, weather, ageing or refinishing.
9. Failure due to structural changes in the subfloor, settling of the building or an uneven subfloor that has not been adequately levelled (+/- 2mm over 2m).
10. Damage/growth/moisture gain from evaporative cooling.
11. Failure to maintain adequate ventilation. Most commonly, this may result if areas of floor are closed off for extended periods of time causing excessive heat leading to moisture loss and damage to the floor.
12. Labour charges associated with any rectification work.
13. Excludes all clearance and discontinued flooring, trims, accessories and trade items.
14. Hybrid flooring colour variation is not considered a defect.
15. Issues caused by weight loads on top of the hybrid flooring exceeding 200kg.
16. Issues arising from Insufficient amount of expansion joints and incorrect perimeter expansion gaps.



# 10 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.

---

## **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 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 entitled to a replacement or refund for a major failure that is proven to be a product default.

## **HOW TO MAKE A CLAIM**

All claims are to be submitted in writing to Auslay Industries Pty Ltd. All claims must clearly outline the nature of the claim and all faults in detail.

The owner must provide Auslay Industries proof of purchase, purchase date, owner details, quantities and the relevant invoice number. The owner must give Auslay Industries Pty Ltd the opportunity to process the claim.

The owner must give Auslay Industries Pty Ltd the opportunity to examine the product and the installation site (subfloor). The owner must give an opportunity to investigate the claim prior to taking any further action. Under claim, the owner must not undertake any repair, removal or replacement of any product without consent from Auslay Industries in writing. The owner is responsible to comply with all warranty requirements.

The liability of Auslay Industries Pty Ltd is limited to the replacement of the defective product if it matches the warranty guidelines. Auslay Industries Pty Ltd will consider a full refund equal to the purchase price in the original invoice. Auslay Industries Pty. Ltd. is not liable for any replacement or repair of any product organized by the owner.



[www.auslayindustries.com.au](http://www.auslayindustries.com.au)

[info@auslayindustries.com.au](mailto:info@auslayindustries.com.au)