



ENGINEERED OAK FLOORING WARRANTY

Structural Warranty Lifetime Limited Residential, 10 Year Light Commercial (includes Joint Integrity)

The manufacturer, Preference by Homemirus, warrants to the original purchaser in the original installation that the product is free from manufacturing defects if it is installed and maintained according to industry standards rules of installation and maintenance. Joint integrity states the joints will remain secure and that the planks will align properly.

Proper control of the residential and commercial environment according to industry standards of installation, maintenance and moisture conditions must be observed and maintained, for the warranty to be valid. Damage due to transportation, storage, handling, glue residue, maintenance or any other cause is not warranted and evidence of damage due to any of the above will invalidate this limited warranty.

Wear Warranty- 25 Year Residential, 5 Year Light Commercial

Flooring is sold with a 25 Year Residential and 5 Year Light Commercial Wear Warranty covering wear through of the coated surface to bare timber from the date of purchase. A minimum of 5% of the floor area must have worn through to bare timber to evoke this warranty. This limited warranty is subject to the following;

- This limited warranty is not transferable and is valid only to the original purchaser at the original installation site.
- The floor must be maintained according to industry standards maintenance guidelines.
- Relative air humidity must be in the range of 35%-55%. Should the relative air humidity go below 35% or above 65%, small cracks (checking), delaminating, and/or cupping may occur and is not warranted.

Workmanship

The flooring has been installed to comply with Professional Installation Guidelines. All works involved as part of the flooring installation are covered with this Warranty.

Exclusions of Warranty

This limited warranty does not cover indentations, scratches, damage caused by negligence, exposure to extreme heat, dryness or water saturation including flood, buildings locked with lack of ventilation during extreme heat & humidity, accidents, abuse, misuse, stains, scratches or other damage caused by animals, failure to follow all manufacturer's specific written instructions, insufficient protection, improper or unauthorized alterations or repairs to the original manufactured product and or any damage caused by any footwear. Flooring installed in wet rooms (bathrooms, Laundry rooms, etc.) will not be covered by this warranty. Variations in grain, pattern, colour and/or texture are common and are not considered defects; therefore no warranty shall apply. This limited warranty follows industry standards that allows for a 5% defect allowance in manufacturing defects and grading as it applies to the structural warranty and visible defects.

Warranty Claims

If the manufacturer or their agents accept a claim under this limited warranty, it will repair or replace at its option the affected material with the same product or another product of equal value. The sole remedy herein is the repair or replacement of all defective products.

How to Make a Claim

If the Flooring does not comply with the Warranty, the owner must notify Hilux Flooring in writing within thirty (30) days of discovering the non-conformity. The notice must describe the location and nature of the nonconformity. The owner must give Hilux Flooring a reasonable opportunity to examine the claimed non-conformity before undertaking any repairs, removal or replacement. The owner must present the original invoice, bill or other proof of the date of purchase. Compliance with the requirements of this paragraph is a condition to coverage under the Warranty; if these requirements are not complied with, Hilux Flooring will have no obligation to remedy any non-conformities.

Only authorised Hilux Flooring representatives can determine the validity of the claim. At the sole discretion of Hilux Flooring a valid warranty claim will be addressed via repair, re-finish i.e. sand back and recoat or replacement of the affected area with the same or similar product of equal value. Hilux Flooring or an independent assessor appointed by Hilux Flooring will inspect the floor within 30 days following receipt of a claim from a distributor or retailer.

Hilux Flooring reserves the right to remove boards for testing purposes. All claims must be confirmed in writing before any rectification works can take place.



In the case of repairs under warranty or commercial applications, extended warranty conditions may be provided. Please contact Hilux Flooring for further information.

Disclaimer of Implied Warranties.

The above Warranties are the exclusive and sole Warranties given by Hilux Flooring for the Flooring. They supersede any prior, contrary or additional representations, whether oral or written. Hilux Flooring disclaims all other Warranties – whether express, implied or statutory, including any Warranty of merchantability, any Warranty of fitness for a particular purpose, and any implied Warranties arising from course of dealing or usage of trade.

Exclusion of Liability

Hilux Flooring will not be liable for any loss or damage resulting from any purchase, or misuse of Bamboo. Notwithstanding anything else contained in this warranty, Hilux Flooring will not in any circumstances be liable under or in connection with this warranty for any claim for consequential loss, loss of opportunity, revenue, profit or anticipated profit, accommodation costs, removal or storage of furniture or legal fees whether arising in contract, negligence or otherwise.

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