



Ornato Hybrid Flooring Warranty: Eco Flooring Systems

Eco Flooring Systems Pty Limited guarantees *Ornato* Hybrid flooring against manufacturing defects at time of purchase and guarantees the structural integrity for a life time. The surface finish wear layer has a 25 year residential warranty against peeling or separation of the coating from the flooring plank.

Wear out warranty: 0.55mm wear layer luxury vinyl plank and tile products (Wear out Warranty products) will not wear out for a period of 5 years in commercial applications from the date of purchase (Wear out Warranty Period).

If a Wear Out Warranty Product wears out during the applicable Wear Out Warranty Period, Eco Flooring will replace the worn out Wear Out Warranty 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 Out Warranty Period, you:

- a. can satisfy Eco Flooring that none of the exclusions identified below apply;
- b. can satisfy Eco Flooring that the Wear Out Warranty 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; and
- c. provide proof of purchase of the Wear out Warranty Product, by following the procedure for making a claim set out below.

Defects warranty:

Eco Flooring warrants that its Hybrid flooring products (Defects Warranty Products) will be free from in materials and workmanship for a period of one (1) year from the date of first installation of the Defect Warranty Product (Defects Warranty Period). If a Defects Warranty product is or becomes faulty during the Defects Warranty Period, Eco Flooring will replace the faulty Defects Warranty Product with the same (if available) or equivalent (with the same level of quality in a similar design or colour) for free, provided that, by no later than 30 days of the date you identify the defect, you:

- a. can satisfy Eco Flooring that none of the exclusions identified below apply
- b. can satisfy Eco Flooring that the Defects Warranty Product has been installed, used and maintained in accordance with Eco Flooring's written recommendations; and
- c. Provide proof of purchase of the Defects Warranty Product, by following the procedure for making a claim set out below.

Exclusions and restrictions:

Exclusions: This Warrantee does not cover damage or defects resulting from or in any way attributable to:

Eco Flooring Australia Pty Limited Unit1/180, Toongabbie Road, Girraween 2145 NSW Phone: 02 9631 7400 Fax: 02 8569 0535 e-mail: bamboo@ecoflooring.com.au

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- Defects associated with improper installation or irregularities caused by subfloor imperfections including the presence of moisture, alkali and/or hydrostatic pressure
- Damage directly associated with exposure to excessive moisture (either to the surface or water/moisture trapped beneath the floor).
- Defects caused by misuse or abuse of the product including, without limitation, scuffing, scratches, indentions, cuts, gouges, stains and burns Changes in gloss level as a result of normal wear and tear
- Defects where the product is not maintained in accordance with standard flooring practice for the flooring type and/or as recommended by Eco Flooring
- Colour variations between samples or printed materials and actual production
- Improper storage, handling or installation of the flooring (including improper installation of joists and sub flooring or improper surface preparation); Failure to follow all specific installation instructions voids this warranty
- Abuse, lack of maintenance, neglect, abnormal use or misuse, negligence, application of solvents, corrosives or other chemicals to the flooring, colour change, fading or damage due to exposure to the sun, crazing, excessive pivot and point-loads, spike-heeled shoes, unpadding furniture feet, water, damage from sand, pebbles or other abrasives or other unintended uses
- Settlement or movement of the structure to which the flooring is attached
- Natural events such as hurricanes, tornadoes, earthquakes, and floods
- Any product that has not been paid in full.

Note: Dramatic temperature changes and/or extreme humidity can cause joints to lip/gap and prolonged direct sunlight will cause fading. Ornato hybrid floor should be protected from extreme temperatures and strong direct sunlight by the use of interior temperature and humidity control (recommended temperatures 10- 30°C and relative humidity levels between 30% and 70%), window tinting, awnings and/or curtains/ blinds. You should also never flood the floor with water. Excessive water can damage your floor. Promptly soak up bulk liquid spills.

Ornato hybrid floors are exceptionally stable, planks can still be subject to some shrinkage and growth during changes in climatic conditions leading to small gaps between planks. This is a normal feature of hybrid floors and not considered a manufacturing defect.

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.
- No representative or agent of Eco Flooring is authorised to assume any additional liability or responsibility on behalf of Eco Flooring.
- Subject to the Competition and Consumer Act 2010 (Cth), Eco Flooring will not be liable for indirect, consequential or incidental damages of any kind suffered or incurred by an end user of the product or any other person

Claims: In the event that there is a claim against this warranty

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If the Flooring does not conform to the Warranty, the owner of the Flooring must notify Eco Flooring in writing at the address below within thirty (30) days after discovering the nonconformity.

- a. specifying the product in relation to which you are making the warranty claim
- b. describing the wear out or defect in relation to which you are making a claim
- c. including filled Installation check list document and detailed photographs of the product and the wear out or defect in relation to which you are making a claim;
- d. Including proof of purchase of the product in relation to which you are making a claim. Upon receipt of a claim notice

The owner must give Eco Flooring a reasonable opportunity to examine to determine whether it complies with the terms of the applicable warranty set out in this document and the claimed nonconformity before undertaking any repairs, removal or replacement. If these requirements are not complied with, Eco Flooring will have no obligation to remedy any nonconformities.

What we'll provide if the Flooring is Non-Conforming.

If during the applicable Guarantee Period, the Flooring does not conform to the Guarantee, the owner of the Flooring shall notify Eco Flooring as provided below, and within a reasonable time Eco Flooring will provide, at its option, one of the following:

- a) Repair of any nonconforming or defective Flooring (for defects in finish, this means refinishing the affected planks)
- b) Refund of the purchase price for any nonconforming planks that have not been installed; or
- c) Refund of the percentage of the purchase price for the non-conforming planks equal to the percentage of the Guarantee Period remaining when Eco Flooring is notified of the nonconformity

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