

Residential Wear Warranty

25

**YEAR
WARRANTY**

DOMESTIC USE

Quick-Step Impressive (Ultra) laminate flooring is sold with a 25 year residential wear warranty, lifetime warranty on the click system, 10 year residential warranty on water resistance and 10 year commercial warranty from the date of purchase

Who is covered?

The original purchaser is covered. In the case that a builder or developer purchases the flooring, the occupant of the residential home 12 months after purchase of the flooring will be entitled to cover under this warranty, effective from the date of the initial purchase.

What is covered?

1. This warranty covers wear through of the surface of the floor (show through of the HDF core) in an single area greater than 1cm² within 25 years.
2. The Quick-Step® Impressive (Ultra) laminate must be installed following the Quick-Step® installation method using the approved Quick-Step® accessories. The customer / fitter must be able to provide proof of compliance with the manufacturer's installation and maintenance instructions. These instructions are located on the inside of the bottom of the cardboard packaging, the back of the insert label, or in each individual accessory packing. If the instructions are not there, they should be requested from the manufacturer, national distributor / retailer or they can be consulted at www.quick-step.com. The customer / fitter must be able to provide proof that only the recommended Quick-Step® accessories were used to install the laminate floor (identifiable from the Quick-Step® label). If installation is not performed by the end user, at least one copy of these installation and maintenance instructions as well as the warranty conditions (on back of the insert label or at www.quick-step.com) must be provided to the end-user by the installer.
3. Flooring panels and accessories must be checked carefully for material defects under optimal light conditions before and during installation. Products with visible defects must not be installed under any circumstances. Installation implies acceptance. The national distributor must be informed in writing of such defects within 15 days. After this time has elapsed, no further complaints will be accepted. Under no circumstances can Unilin bvba, division Flooring, be held responsible for any loss of time, inconvenience, expenses, costs, or other consequential damages caused by or resulting directly or indirectly from a problem about which a claim was made.
4. This product warranty only applies to defects inherent to the material supplied. This is understood to mean any material or production defects, acknowledged by the manufacturer, including delamination, reduced resistance of the wear layer, staining and color fading.
5. The lifetime warranty on the Uniclic® joint only applies to permanent open joints wider than 0.2mm.
6. The general Quick-Step® 25 year residential warranty applies solely for indoor installations in a residential application. For other applications, please see "Commercial warranty" below. If the application does not come under the "Commercial warranty" an individual written warranty must be requested from the manufacturer.
7. The damage to the product must be evident, measuring, per product unit (panel, accessory, etc.) at least one cm², and must not be the result of abusive conditions or accidents, such as, but not limited to, damage of mechanical nature such as severe impact, scratching (for example caused by dragging of furniture) or cutting. The feet of furniture must always be provided with appropriate protective material. Chairs, settees (sofas) or furniture with castors must be fitted with soft wheels or an adequate protective mat or protective castor cups must be put under this furniture.
8. The ingress of sand and/or dust on to the floor must be prevented by installing a suitable mat at all entrance door(s).

What is not covered?

- Wear that may be associated with improper installation or improper maintenance.
- Damage, intentional or accidental, caused by abuse, misuse, stiletto heels, dragged objects, heavy furniture, sand, stones, castor wheels dropped items etc whether caused by a contractor, service company or end user.
- Scratches or surface marks /stains.
- Exposure to extreme temperature variations.
- Labour charges associated with any rectification work. In some cases, reasonable labour costs may be considered, at the sole discretion of the national distributor's authorised representative.
- Any costs associated with any rectification work required other than the supply of new flooring and scotia beading if necessary. Re-painting, removal of fixtures or furniture, accommodation and any other cost is specifically excluded from this warranty.
- Of course, boards that are visibly faulty or deemed visually or structurally inappropriate prior to installation should not be installed and are therefore also not covered by this or, to the extent allowed by law, any other warranty.

Warranty period and value

This warranty is valid for 25 years on the product, and for life (limited to 33 years) on the Uniclic® joints of the laminate flooring panels and 10 years on the water resistance. The date of purchase is the invoice date. The original purchase invoice, duly dated and carrying the national distributor's or retailer's stamp, will need to be submitted.

The Quick-Step® original warranty value is reduced by amount of time that you own it. When a claim is made, the value of the warranty becomes a percentage rate of the number of years of ownership per year based on 25 years for the wear, tear, staining and color fading warranty / 33 years for the integrity of the Uniclic® joint 10 years on the water resistance. The services provided under this warranty do not extend the original warranty period

Residential warranty (10 years) on water resistance

1. This water resistance warranty applies for installations in wet areas like bathrooms, kitchens and entrance areas. Product failure in these areas are under warranty if all installation instructions and the general warranty conditions are fulfilled. (see above)
2. The floor may not be installed in very humid areas or in extremely dry areas or areas where there are extremely high temperatures (such as but not limited to saunas, pool areas and rooms with build-in drains like showers).
3. Moisture left on the floor, and on or around the skirting boards, wall bases or profiles, is to be removed within 60 minutes. Cleaning efforts involving too much water and / or the use of inappropriate cleaning products must be avoided at all times. Since prolonged moisture exposure could irreversibly damage your laminate flooring the Quick-Step® Impressive (Ultra) installation instructions must be followed. All perimeter expansion joints must be filled with a very compressible PE foam and sealed with the Quick-Step® HydroKit according to the installation instruction. Skirtings, profiles and door trims must be sealed along the wall and along the flooring.
4. The water resistance warranty excludes damages caused by natural disasters (i.e. floods) or naturally occurring conditions/accidents (i.e. plumbing failures, pet urine, leaking dishwashers,)

Commercial warranty (10 years) for Quick-Step Impressive (Ultra)

This commercial warranty is valid for Quick-Step® Impressive (Ultra) for a period of 10 years from the date of purchase by the original buyer (the original invoice serving as the sole valid proof of purchase) for indoor commercial applications inside buildings under all of the above mentioned conditions. In addition to this the following must be considered:

- Gloss reduction is not surface wear. For these types of application, superficial surface scratches as a result of daily use have to be accepted.
- In addition, metal Quick-Step® profiles must be used for commercial applications.

The above mentioned commercial warranty does not apply to:

- all industrial food areas, such as, but not limited to, intensively frequented restaurants and cafeterias, pubs, dance halls.
- all institutional applications, such as, but not limited to hospitals and government buildings
- heavy commercial areas, such as, but not limited to airports, lobbies, schools and barber shops
- other areas that have heavy traffic and immediate access to street traffic

How to evoke a claim?

To evoke a claim under this warranty, communication with the retailer that the flooring was purchased from must be made. Proof of purchase will be required when contact with the retailer is made. The retailer will then contact the national distributor or an authorized third party to arrange an inspection of the flooring installed, shortly after which a determination will be made regarding the warranty claim. Only duly authorised representatives of the manufacturer / national distributor can authorise a claim. If a claim is authorised, remedies will be tailored to suit individual circumstances.

Remedies can vary depending on the condition of the floor and warrantable area from full floor replacement to the repair of individual boards. The remedy on each claim will be at the sole discretion of Floorscape Ltd. in New Zealand and Premium Floors Pty Ltd. in Australia. Should board replacement be necessary, new boards from the current batch will be supplied to replace or repair boards. This warranty is in addition to, and has no impact on, statutory rights of any purchaser. Claims must be lodged by contacting the retailer from where the flooring was purchased within 15 days of the problem being noticed.

Australian Consumer Law

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

Acceptable Quality

Quick-Step laminate flooring is fit for use in internal environments/installations and should not be used externally. Furthermore, Quick-Step laminate flooring should not be directly adhered to a subfloor and must be installed as a floating floor. Quick-Step laminate flooring should be installed in a "laminate flooring friendly environment" in which the area is occupied, protected from direct heat and sunlight and where heating and cooling systems are in place and used to control the internal temperatures and humidity.

Obviously, Quick-Step laminate flooring should be installed as per the installation instructions (which can be found here and inside each carton) and maintained in accordance with the care & maintenance guidelines (available on the website and from your place of purchase).

Major Failure

Quick-Step laminate flooring is resistant to chips, scratches, stains and wear but not "proof" in any respect (i.e. scratch proof) and reasonable care should be taken to avoid scratching chips & damage from occurring. In addition, some gloss variation between boards installed may occur. Quick-Step is made using High Density Fibreboard in the core of the product and that this wood based material can be susceptible to seasonal movement, creating small gaps between the joins of each board. Note that small gaps, gloss variation, scratches and chips are NOT considered as major failure. They are considered part of purchasing a laminate floor. These definitions are not intended to reduce or diminish the statutory rights of any purchaser. As the warranties for Quick-Step laminate flooring deal only with the manufactured goods, installation warranties should be sought from the installation company or individual completing the installation.

Liability

Floorscape Ltd and Premium Floors Australia Pty Ltd reserve the right, and must be offered the opportunity, to inspect the complaint in situ and, where applicable, to inspect the floor in its installed condition. Liability arising from this warranty is restricted to:

- Hidden defects. These are defects that were not visible before or during the installation of the laminate floor.
- The cost of removing and replacing the material is borne by the purchaser. If the product was originally professionally installed, Floorscape Ltd. in New Zealand and Premium Floors Australia will cover reasonable labor costs.
- The national distributor can never be held liable for any secondary damage.

Floorscape Ltd (NZ) or Premium Floors Australia (AU) will repair or replace the product, at its option. In case where a replacement of the flooring is agreed upon, only new panels of the current supply program at the time the complaint is upheld, will be supplied by the national distributor's or retailer's. There will be no other form of compensation.

This warranty gives you specific legal rights, and you may also have other rights, which vary from state to state. For service under this warranty please contact your local Quick-Step® retailer; Floorscape Ltd (NZ) or Premium Floors Australia (AU).