

# GrandOak Warranty

**GrandOak flooring comes with a lifetime structural warranty, 20 Year Residential Wear Warranty and 10 Year Commercial Wear Warranty from the date of purchase. The original purchaser is covered by this warranty and may not be assigned or transferred.**

These warranties, which begin from the date of purchase, apply to products used in dry residential applications. Lifetime warranties apply for as long as the original purchaser owns and resides in the home where the product was installed.

**Installation** is installed in strict accordance with current written installation instructions.

**Wet Areas** are not suitable for installation in bathrooms, saunas, laundries, or any other areas, in which high levels of steam and moisture are present.

**Maintenance** care guidelines must be adhered to.

**Non-Assignment** the warranty is limited to the original purchaser and may not be assigned or transferred.

## Lifetime Structural Warranty

GrandOak flooring provides with a Limited Lifetime Structural Warranty to cover the performance and appearance of the plank from structural defects, delamination, cracking, warping, twisting, splitting and geometry that would affect the planks assembly and in-service performance. GrandOak flooring installation instructions must be followed strictly when installing your floors and the manufacturer's Care & Maintenance Guidelines should be followed at all times after your floor is installed.

All installation instructions can be found inside each pack of GrandOak flooring and the manufacturer's Care & Maintenance Guidelines can be obtained by contacting your local retailer. Please make sure you fully understand the manufacturer's care & maintenance guidelines before commencing any cleaning and maintenance schedules.

**IMPORTANT: The floorboards must be inspected prior to use and any planks deemed not fit for service, should not be installed and will not be covered by warranty provisions.**

Due to the variable climate conditions within Australia, planks may display slight bow or twist once removed from the cartons. This is not considered a structural defect unless the planks cannot be assembled after an adequate period of acclimatisation. (Note: planks should not be unpacked overnight and or left loose prior to install). Grading programmes provide for patching and filling of natural characteristics with appropriate filler, this forms an acceptable look for the natural planks. After installation certain cupping and gapping issues could be considered site related installation or performance issues and may not be covered by the warranty and other consumer related product purchase laws.

## 20 Year Residential & 10 Year Commercial Wear Warranty

GrandOak flooring provides for a 20 Year Limited Residential and 10 Year Limited Commercial Wear Warranty. From the date of purchase, the manufacturer warrants to the original purchaser only, that under normal domestic conditions of use, the surface will not wear through during the period warranted.

With proper maintenance, the goods will perform under normal household conditions. Scratches, dents, reduction of gloss (appearance reduction), damage caused by negligence, urine, animals, or high-heeled shoes are not considered as a defect and therefore are not covered by this warranty.

All furniture requires felt to be adhered to the underneath to protect the surface of your floor. From time to time this will need to be maintained and checked for wear.

**PLEASE NOTE: All warranty claims must be lodged by contacting the retailer from the where the flooring was purchased within 30 days of the problem being noticed along with proof of purchase (date), identity of the wholesaler or retailer, and the location of installation. All assessment and final approval for replacement or rectification work that may need to occur for faulty planks or floor installation must be formally inspected and approved by the supplier prior to any repair activities.**

### Acceptable Quality and User Guidelines

GrandOak flooring is designed for use in internal environments including floors, walls, etc, and should not be used externally. GrandOak flooring should be installed in a "timber 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. Keep the floor area environment relative humidity level between 40-60% range through out of the year, using humidifiers or dehumidifiers if necessary.

GrandOak flooring should not be installed in wet areas including bathrooms, toilets, areas or rooms where a floor waste (water drain) is present or required. Residential kitchens are not considered as wet areas. In areas where spills may occur often such as kitchens and living areas, make sure spills are wiped up and dried as soon as possible to avoid moisture ingress and possible planks deformity.

### GrandOak flooring 10 Year Commercial Wear 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.

### Warranty Exclusions

- The manufacturer for the purpose of this warranty will be referred to as 'the supplier'. Breach of Warranty Conditions - any breach of warranty conditions will void the warranty.
- GrandOak flooring is made of European Oak Timber. As a natural product, colour variation will occur from batch to batch and between samples and the actual stock delivered and installed. Samples displayed or provided are indicative only and within normal industry standards and no warranty is given that such samples will match the floor installed. Other variations will naturally occur such as small knots and grain variation. These variations normally present in GrandOak flooring and are not considered defects and will not form the basis of any claims under the warranty.
- Wear that may be directly associated with water or liquid damage from any source, moisture ingress from any source into the floorboards.

- The instance of surface checking (fine surface splits), gloss variation between boards, colour variation between boards or natural features including gum veins, knots, insect trails etc are considered a natural part of timber flooring and are therefore excluded from this warranty.
- Scratches, stains, or indentations of any type are also not covered by this warranty.
- 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 warranty.
- Surface coating damage caused by using duct tape, masking tape and/or other industry tapes.
- Damage, intentional or accidental, caused by water, abuse, misuse, stiletto heels, dragged objects, heavy furniture, sand, stones, castor wheels, dropped items, etc.
- Floor performance issues that may arise as a direct or indirect result of moisture ingress along with the incorrect use of heating and cooling systems will not be covered by warranty provisions. Please note Evaporative cooling systems need to be operated as per the manufacturers guidelines. Please consult with the manufacturer to better understand operating methods.
- Extreme Conditions: As Oak is a natural product, the humidity level in the home must be in the 40%-60% range throughout the year, using humidifiers or dehumidifiers as appropriate.
- Labour charges associated with any rectification work may apply. In some cases, reasonable labour costs may be considered, at the sole discretion of the distributor's authorised representative.
- Misuse of the warranty does not extend to damage caused by moisture penetration through the subfloor, other flooding, leaking, plumbing, overflowing, hydrostatic pressure, or any other water damage.
- Alterations where floor or subflooring has been altered, repaired, resurfaced, or replaced, no warranty will apply except to the extent implied by law.
- Insect Infestation: The supplier warrants that it sells Oak flooring free of insect infestation, this warranty does not cover any insect infestation occurring after the product has been sold.
- 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.