

# Reflections® 12mm Elite Laminate Flooring Warranty

Reflections® 12mm Elite laminate flooring comes with a 25 Year residential warranty and 3 Year commercial warranty from the date of purchase. The original purchaser is covered by this warranty and may not be assigned or transferred.

**IMPOTANT:** : The planks must be inspected and checked before installation, any planks with visible defects should not be installed under any circumstance and will not be covered by this warranty.

## 25 Year Residential & 3 Year Commercial Warranty

This warranty covers wear through of the surface of the floor and structure in residential indoor use for 25 years and commercial indoor use for 3 years from the date of purchase by the original buyer. Reflections® 12mm Elite laminate flooring installation instructions must be followed strictly when installing your floors and Reflections® Elite Care & Maintenance guidelines should be followed at all times after your flooring is installed. All installation instructions can be found inside each pack of Reflections® laminate flooring and care & maintenance guidelines can be obtained by contacting your retailer or our website [www.asttimbers.com.au](http://www.asttimbers.com.au) at any time. Please make sure you understand the care & maintenance guidelines before commencing any cleaning and maintenance schedules. Areas less than 8% of the surface area that could be related to high traffic wear or incidental damage will not be covered by the warranty.

### This commercial warranty does not apply to:

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

## Major Failure

Reflections® 12mm Elite laminate flooring is highly resistant to chips, scratches, stains, wear, moisture and heat, but still not "proof" in any respects (i.e. scratch proof and water proof). Slight colour variation from batch to batch may occur, minor gaps between the joins of each board might be caused by temperature or relative humidity change. Please note these minor gaps, batch colour variation, chips, scratches are not considered as major failure. Once floor has been installed, it is considered that the product has been accepted by the installer/subcontractor.

## Acceptable Quality and User Guidelines

Reflections® 12mm Elite laminate flooring is designed for use in internal environments including floors, walls etc. and should not be used externally. Furthermore, Reflections® 12mm Elite laminate flooring should not be directly adhered to a subfloor and must be installed as a floating floor.

Reflections® 12mm Elite laminate flooring should be installed in a "laminate flooring friendly environment" in which the area is occupied, protected from direct heat and sunlight, where heating and cooling systems are in place and used to control the internal temperatures and humidity.

Reflections® 12mm Elite laminate 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, it is essential that all spillages are wiped up and dried as soon as possible to avoid moisture ingress and possible planks deformity.

Reflections® 12mm Elite laminate flooring can be cleaned by steam mop 1-2 times per month if necessary, strictly follow Reflections® Elite Care & Maintenance at all times to avoid comprising this warranty.

Reflections® 12mm Elite laminate flooring can be installed over a heated subfloor, strictly follow Reflections® Heated Subfloor Installation Instruction to avoid comprising this warranty.

## Australian Consumer law

Reflections® flooring comes with warranties that cannot be excluded under the current 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.

## Warranty Exclusions

- Directly associated with water or liquid damage from any source, moisture ingress from any source into the core or indentations.
- Directly associated with improper installation or maintenance.
- Boards that are visibly faulty or structurally inappropriate prior to installation should not to be installed.
- Direct or indirect result of moisture ingress along with the incorrect use of heating and cooling systems will not be covered by this warranty. Please note evaporative cooling systems and subfloor heating need to be operated as per manufacturers guidelines. Always consult with the manufacturer to better understand operating methods.
- Damage, intentional or accidental, caused by water, abuse, misuse, stiletto heels, dragged objects, heavy furniture, stones, castor wheels and other dropped items.
- Direct or indirect result of moisture ingress and heat damage along with the incorrect use of cleaning methods will not be covered by this warranty. Please note steam mop cleaning methods need to be operated as per Reflections® Elite Care & Maintenance strictly. Always consult with the manufacturer to better understand before start.
- Incidental scratches or surface marks /stains, chipping, indentations.
- Labour charges associated with any rectification work. In some cases, reasonable labour costs may be considered, at the sole discretion of the 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 costs are not included from this warranty.

**PLEASE NOTE:** All claims must be lodged by contacting the retailer from where the flooring was purchased within 30 days of the problem being noticed along with proof of purchase (date). 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 Australian Select Timbers P/L prior to any repair activities.