

WARRANTY



What does TRENDWOOD Timber Flooring guarantee?

Lifetime Structural warranty.

25 Years Residential Limited Warranty.

10 Years Commercial Warranty.

The manufacturer warrants to the original purchaser that the hardwood surface will not wear through under normal conditions of wear and tear, for the period mentioned above from the date of purchase. Gloss reduction and scratches caused by regular traffic are not considered wear through and are not covered by this warranty. The warranty becomes effective on the date of purchase.

What does TRENDWOOD Timber Flooring not cover?

Wood being a natural product will continue to expand and contract during normal seasonal temperature and humidity changes. The product, when properly installed, may experience slight expansion, contraction and separation between boards, which is normal. If minor separation does occur, it is not covered by this warranty.

Expansion gaps should be installed as required. Wood Flooring may naturally experience minor checking (cracks). This is more common in environments that are excessively dry or excessively humid or prone to dramatic variations in humidity. This is not covered by this warranty.

Colour variations can occur between batches of the same species. Colour and appearance can also be affected by exposure to ultraviolet light and oxygen. Fading and discolouration from heat and sunlight is not covered by this warranty.

The manufacturer's warranty does not cover the following:

1. Indentations, scratches, damage caused by negligence or accident, water ingress, insects, animals, high-heeled or spiked shoes, urine and high traffic areas.
2. Failure to follow the manufacturer's written engineered hardwood floor installation instructions, including protecting the floor from subfloor moisture.
3. Exposure to excessive heat, sunlight or improper humidity in the environment.
4. Improper maintenance, insufficient protection or misuse.
5. Where subfloor heating is used.
6. Improper alterations to the original manufactured product. Alterations or repairs to the manufacturer's original product will void any and all warranties.
7. Changes in colour or appearance due to full or partial exposure to sunlight, weather, ageing or refinishing.
8. Failure due to structural changes in the subfloor, settling of the building or an uneven subfloor that has not been adequately levelled (+/- 3mm over 1000mm).

Claimer

You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage.

You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to major failure.

All expenses related to warranty claims are the responsibility of the consumer making the warranty claim.

Product thought to be defective by the installer should be returned to your dealer for inspection and possible replacement prior to installation. Installation implies acceptance of the appearance-related claims, relating to features visible at purchase, once the Products are installed.

Product Warranty is for indoor residential use only.

The manufacturer will honour claims under this warranty, only if all of the following conditions are satisfied:

1. Original Proof of purchase must be provided inclusive of purchase price plus date of purchase and date and location of original installation.
2. At all times prior to installation the flooring must be properly stored according to installation instructions.
3. This warranty applies to interior residential use only.
4. The flooring must be installed in accordance with the manufacturer's installation instructions. Relative humidity in the area of use must be maintained within a range of 35% to 55%.
5. TRENDWOOD Timber Flooring must be maintained in accordance with the manufacturer's recommendations.
6. The manufacturer must receive written notice within 30 days after discovery of any claimed defect or failure covered under this warranty. The manufacturer must be given 60 days following notice to inspect the product to confirm any failure. Written notice should be sent to TRENDWOOD Timber Flooring. The manufacturer or its representatives must be given the opportunity to inspect the floor prior to any repair or alteration.
7. The warranty will be made void if unusual man-made or natural disasters, including leaking or broken plumbing, fire, flood, and earthquake or standing water occur during or after installation.
8. Heavy objects and furniture should not be situated on any floating installation. This can lead to the floor failing to respond to contraction and expansion, which can cause squeaking and possible failure.

If the TRENDWOOD Timber Flooring should fail to meet the Terms of the Warranty, TRENDWOOD Timber Flooring, at its option, will either supply a replacement product from the current range, parts to repair or replace the defective product, or refund the Purchase price of the defective product pro-rata over the remaining life of this limited warranty.