

Product Warranty Guidelines

The **original purchaser** is covered by this warranty and may **not be assigned or transferred**.

Lifetime Structural Warranty

Prance Timber 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.

The installation instructions must be followed strictly when installing your floors and Care & Maintenance Guidelines should be followed at all times after your floor is installed.

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.

Residential & Commercial Wear Warranty

Prance Timber Flooring provides Limited Residential and Commercial Wear Warranty that guarantees the surface will not wear through during the period warranted.

All furniture requires felt pads 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. 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.

Warranty Exclusions

- Timber flooring is made of natural woods. 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 floorboards 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 and/or other industry tapes.
- Damage, intentional or accidental, caused by water, abuse, misuse, stiletto heels, dragged objects, heavy furniture, sand, stones, and 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.
- 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 authorized 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.

PLEASE NOTE: All warranty 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 Prance Timber Flooring prior to any repair activities.