

Readyflor Uniclic Timber Floors

Lifetime Structural Warranty

Readyflor is sold with a Lifetime Structural Warranty that covers warping, twisting or delamination of any board for the life of the floor, in accordance with the conditions below. Warping and twisting refers to a board unevenly moving from adjacent boards. These terms do not refer to cupping or doming. Delamination refers to a physical separation of the top layer and core material of a board

25 Year Residential Wear Warranty

Readyflor is sold with a 25 Year Residential Wear Warranty covering wear through of the coated surface (to bare timber) in accordance with the conditions listed below. A minimum of 5% of the floor area must have worn through to bare timber to evoke this warranty. It is important to note that Care and Maintenance Instructions must be strictly followed at all times.

Who is covered?

The original purchaser is covered from the date of purchase. 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.

What is not covered?

- Wear that may be associated with water or liquid damage from any source, moisture ingress from any source into the core, scratches or indentations.
- Wear that may be associated with improper installation or improper maintenance procedures.
- The instance of gum veins, knots, surface checking (fine surface splits), tannins, mineral fleck, insect trails etc are considered a natural part of timber flooring and are therefore excluded from this warranty.
- Damage, intentional or accidental, caused by abuse, misuse, stiletto heels, dragged objects, heavy furniture, sand, stones, castor wheels, dropped items etc.
- Scratches or surface marks / stains.
- Labour charges associated with any rectification work. In some cases, reasonable labour costs may be considered, at the sole discretion of Premium Floors.
- 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 specifically excluded from this warranty.

How to evoke a claim?

Only duly authorised representatives of the manufacturer / distributor can authorise a claim. If a claim is authorised, affected boards will be replaced or repaired at the sole discretion of the authorised distributors' representative. In either event, 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.