

HYBRID FLOORS

WARRANTIES GUIDE

WONDERWOOD FLOORS
AEN 46 612 309 752

TEL
02 9090 2810

Address
1/27 Leeds Street
Rhodes NSW 2138
Australia

This Hybrid floor warranty is provided by Wonderwood Floors Australia. Wonderwood hybrid flooring is subject to a 20-year residential wear warranty, based on the following conditions.

Wear resistance Warranty

Wonderwood warrants that under standard household conditions, the 'wear' layer of the hybrid flooring will not wear through to the design layer while the warranty is valid. This is defined as the surface layer showing a visual change in appearance due to wearing. Damage resistance does not include scratches, chips, dents, tears or gaps due to seasonal movement of planks. It also does not apply to loss of gloss or gloss variation.

Stain and spill resistance Warranty

Wonderwood Hybrid flooring is resistant to standard household stains and spills for the period of the warranty, providing they are immediately mopped up and the area is cleaned.

Domestic animals Warranty

Your Wonderwood Hybrid flooring should be resistant to stains caused by pets for the period of the warranty, so long as the floor is immediately mopped up and the area is cleaned after being subject to animal activity.

Fade resistance Warranty

For the period of your warranty, your floor should not fade or have a significantly obvious colour change due to indirect sunlight or artificial light. Fade resistance warranty is void if the flooring is subject to direct sunlight.

Structural warranty

Your Wonderwood hybrid flooring should not delaminate during the warranty period. This warranty does not cover the separation of pre-adhered underlay.

Waterproofing Warranty

The surface of your hybrid floor is waterproof to mopping or normal household spills, provided the spills are immediately mopped up and cleaned. If subject to regular mopping or short-term spills, the floor should not warp, discolour, swell, buckle or significantly lose structural integrity. Damage due to flooding, leaking pipes, appliance leaks, mould or spills left unmopped are not covered by the Wonderwood hybrid floor warranty.

Wet area waterproofing Warranty

When installed in 'wet' areas like bathrooms or laundries, Wonderwood hybrid flooring must be installed by an approved installer and in accordance with wet area installation instructions.



General Warranty Conditions

The warranty for your Wonderwood Hybrid floors covers the repair or replacement of defective materials supplied by Wonderwood. It does not apply to installation, mouldings or accessories.

This warranty applies:

- In Australia
- To Wonderwood Hybrid flooring purchased after 01/01/2019.
- To the original purchaser of the floor: Builder, developer or property owner
- To the purchaser of the property, if the property is new
- Only to flooring installed in accordance with Wonderwood guidelines
- To floors used indoors, in residential homes
- To areas of the floor greater than ten per cent

The warranty does not apply if:

- The floors are used in bathrooms, laundries or 'wet' areas and are not installed according to wet area guidelines
- Floors have been exposed to direct sunlight for an extended period of time
- The home is purchased second-hand
- The floors have not been installed in accordance with Wonderwood guidelines
- The damaged area is less than ten per cent of the total area of the flooring
- The floor has naturally expanded or retracted due to changes in temperature or humidity
- The floors have been subjected to unreasonable treatment e.g.
 - High foot traffic and/or high heeled shoe damage
 - Being subjected to the weight of heavy, dragged furniture or other objects
 - Mishaps or damage due to a failure to carry out proper maintenance
 - Damage caused by extreme sunlight, heat, weather or humidity
 - Damage caused by underfloor heating systems
 - Damage caused by moisture, either from above or below the floor
 - Damage caused by air conditioning
 - Damage caused by a lack of ventilation
 - Burning or flooding
 - Criminal damage
 - Dropped items
 - Damaging animal or insect behavior
 - Damage caused by risks covered by a general home insurance policy
 - Alterations, repairs or refinishing by anyone other than Wonderwood or an unauthorized repairer
 - Damage caused by mould or mildew
 - Damage caused by structural changes in the subfloor

Wonderwood floor warranties are not transferrable.

Wonderwood reserves the right to refuse a claim on hybrid flooring where a reasonable inspection of the flooring would have identified a fault prior to it being installed.



Australian Consumer Laws

Our goods come with guarantees that cannot be excluded under the 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.

Manufacturing defects

Your Wonderwood hybrid floor is warranted to be in good condition when delivered to you. This includes defects which result in early wearing after installation and before the end of the warranty period.

Products believed to be defective by an installer or the purchaser should be returned prior to installation. Warranty may not be honoured if the flooring is already installed.

For more information about ordering, delivery, installed and warranty, please contact Wonderwood Floors on 02 9090 2810.

