

HYBRID FLOORING WARRANTY

1. GENERAL

This warranty applies only to hybrid flooring supplied and/or installed by **Sun Floors Imports Pty Ltd** (“Sun Floors”).

This warranty is non-transferable and applies only to the original purchaser and the original installation address.

This warranty is subject to the Australian Consumer Law (ACL). Nothing in this document excludes rights that cannot legally be excluded.

2. PRODUCT WARRANTY (Manufacturer Warranty)

Hybrid flooring products are covered by the respective manufacturer’s warranty, typically ranging from **15 to 25 years for residential use**, depending on the selected product and supplier.

Sun Floors is not the manufacturer of the product unless explicitly stated. All claims relating to manufacturing defects are subject to the manufacturer’s terms, conditions, assessment, and approval.

Clearance, discontinued, promotional, or sale items may carry limited or no manufacturer warranty. Any variation in warranty coverage will be clearly stated at the time of sale.

If a manufacturing defect is confirmed:

- The manufacturer may repair, replace, or refund the defective product at its discretion.
- Labour, removal, reinstallation, freight, accommodation, loss of income, or associated costs are **not covered by Sun Floors**, unless otherwise agreed in writing.

Sun Floors may assist in lodging the claim but bears no responsibility for manufacturer decisions.

3. INSTALLATION WORKMANSHIP WARRANTY

Sun Floors provides a **12 months Installation Workmanship Warranty** on supply and install projects completed by Sun Floors authorised installers.

This warranty covers defects directly resulting from improper installation workmanship only.

If an installation defect is confirmed within 12 months from installation date, Sun Floors will rectify the affected area at no additional labour cost.

If the issue is determined to be a product defect and not installation workmanship, reinstallation labour will be chargeable.

4. SUBFLOOR REQUIREMENTS & CUSTOMER ACKNOWLEDGEMENT

The performance and durability of hybrid flooring is dependent on the condition of the subfloor.

At the time of installation, the subfloor must be:

- Structurally sound
- Flat within manufacturer tolerance
- Dry and moisture compliant
- Stable and suitable for floating flooring installation

The Customer acknowledges that:

1. Subfloor movement, slab cracking, building settlement, or structural changes occurring after installation are outside the control of Sun Floors.
2. Moisture levels in concrete slabs may change over time.
3. Passing moisture readings at time of installation does not guarantee future slab performance.
4. Sun Floors does not guarantee long-term subfloor stability or moisture performance.

Sun Floors shall not be liable for failure arising from:

- Subfloor movement after installation
 - Structural movement or building settlement
 - Rising damp, hydrostatic pressure, or moisture migration
 - Pre-existing subfloor defects not visible at time of installation
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Where Floor Preparation Is Recommended

Where Sun Floors recommends subfloor preparation including (but not limited to):

- Grinding
- Levelling compound
- Moisture barrier installation
- Structural repair
- Expansion adjustments

and the Customer declines such recommended works; the Customer acknowledges that:

- All warranties relating to movement, gapping, peaking, joint separation, lifting, or moisture-related issues are void.
- Sun Floors shall not be liable for any rectification costs resulting from declined preparation works.

5. WATER & MOISTURE LIMITATION

Hybrid flooring is waterproof on the surface only.

This warranty does not cover:

- Flooding
- Plumbing leaks
- Appliance failures
- Water trapped beneath flooring
- Subfloor moisture migration
- Mould or mildew growth
- Excessive wet mopping or standing water

Sun Floors is not responsible for structural damage caused by moisture accumulation beneath the flooring.

6. WEAR & APPEARANCE LIMITATIONS

This warranty does not cover:

- Scratches, dents, chips, indentation
- Gloss reduction
- Surface scuffing
- Damage from furniture, high heels, castor wheels
- Pet damage
- Sand or abrasive wear
- Colour variation between boards
- Natural grain variation
- Sample-to-installed variation
- Fading or discolouration from sunlight
- Slight seasonal gapping

Wear-through is strictly defined as complete wear of the wear layer over a minimum of 5% of the total installed area.

7. ENVIRONMENTAL CONDITIONS

The floor must be maintained within normal residential environmental conditions.

This warranty does not apply where flooring is exposed to:

- Temperatures below 0°C or above 55°C
- Prolonged direct sunlight without protection
- Excessive humidity or dryness
- Improper subfloor heating systems

8. WARRANTY EXCLUSIONS

This warranty does not cover:

- Damage caused by negligent installation (where not installed by Sun Floors)
- Damage caused by improper maintenance
- Alterations, refinishing, or third-party repairs
- Heavy furniture exceeding recommended load limits
- Noise, minor movement, or expansion contraction characteristics
- Costs related to removal of furniture, accommodation, repainting, expert reports, or business interruption

If the product fails, compensation is limited to replacement or refund of the affected product only. Labour costs associated with removal or reinstallation are excluded unless the failure is caused by confirmed installation workmanship within the 1-year installation warranty period.

9. WARRANTY CLAIMS PROCESS

To make a claim:

1. Notify Sun Floors in writing within 14 days of discovering the issue.
2. Provide proof of purchase and installation documentation.
3. Allow access for inspection.

Sun Floors reserves the right to:

- Inspect and test the flooring
- Remove samples for independent evaluation
- Require third-party inspection

If no defect is found, inspection costs may be charged to the claimant.

10. LIMITATION OF LIABILITY

To the maximum extent permitted by law:

- Sun Floors is not liable for incidental, indirect, special, or consequential damages.
 - Liability is limited to the original invoice value of the affected flooring supplied.
 - Sun Floors is not responsible for removal of furniture, underlay disposal, accommodation costs, repainting, or loss of income.
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11. AUSTRALIAN CONSUMER LAW NOTICE

Our goods and services 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 reasonably foreseeable loss or damage.

CONTACT

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