

FLOORING WARRANTY & CARE INFORMATION



Architectural Bathroom & Building Products



PREPARED BY

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WARRANTY AND MAINTENANCE GUIDE

Pipers International Pty Ltd goods come with a guarantee that cannot be excluded under the Australian Consumer Law (“ACL”), you are entitled to a replacement or refund for a major failure. You are also entitled to have repaired or replaced if the goods fail to be of acceptable quality and a failure does not amount to a major failure. Pipers International offers the following warranty against defects, called our manufacturer’s warranty. Our Manufacturer’s Warranty is subject to the following terms and conditions. Any provision in the warranty which is inconsistent with the ACL or is otherwise unenforceable shall be severed from this warranty to the extent of the inconsistency and the remainder of the provisions shall continue to apply.

- Laminate Flooring - The Customer has a ten (10) year manufacturer’s warranty on the goods.
- Bamboo Flooring – The Customer has a twenty (20) year manufacturer’s warranty on the goods.
- Engineered Oak Flooring - The Customer has a twenty five (25) year manufacturer’s warranty on the goods.

- The Customer has a twelve (12) month warranty on Installation from the date of completion.

This Manufacturer’s Warranty is provided by Pipers International Pty Ltd.
For all enquiries please email: info@pipersinternational.com.au and provide a brief description of the issue, a photo to assist Customer Service identify the issue and proof of purchase.

Subject always to any overriding obligation pursuant to the ACL, warranty shall be void for the following reasons:

- Inability to provide proof of purchase or equivalent documentation.
- Products not installed by a licensed tradesperson if appropriate.
- Products not installed in accordance with the manufacturer’s installation instructions. (Installation guide in each box)
- Products exposed to environmental elements.
- Wear that may be directly associated with water or liquid damage from any source, moisture ingress from any source into the core or indentations.
- Products used for incorrect applications
- Services repairs or with non standard replacement parts previously undertaken without Pipers International’s written approval.
- Damage to finishes by adhesives, sealants etc. Or improper maintenance
- Of course, 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 or, to the extent allowed by law, any other warranty.
- Damage, intentional or accidental, caused by water, abuse, misuse, stiletto heels, dragged objects, heavy furniture, sand, stones, castor wheels dropped items
- Scratches or surface marks / stains etc.
- Damage from the use of subfloor heating affecting flooring
- Failure to observe manufacturers care and cleaning instructions.
- The warranty work is limited to the pre approved scope of work. Additional work will require authorization from Pipers International After Sales & Services Departments.
- Evidence cannot be produced which confirms that the relevant product was purchased from a Pipers International authorized distributor.

Once installation has been completed it is normal for your flooring may experience some expansion, contraction or even a slight separation between the boards. If minor separation does occur this is not covered by warranty. Laminate, Bamboo & Wood Flooring will expand and contract during seasonal temperature & changes to humidity. Humidity should be maintained between 35% & 55%. The installer should install expansion gaps as required. Bamboo & Wood

flooring may sometimes naturally experience minor cracks. This is more common in environments that have dramatic changes in humidity or are dry or humid. This is not covered by warranty.

The colour & appearance can be affected by exposure to light & oxygen. Fading & discolouration from heat or sunlight & reduction in the appearance of gloss surfaces are not covered by warranty. Colour variations can occur between batches of the same species of colours. A product deformity that is not measurable or that is visible only under certain angle or light is not considered a defect and not covered by warranty. Visible defects should be evaluated by their visibility in standard lighting from an upright position. Any noise or sound issues like squeaking related to the flooring are not covered by warranty. Moldings and/or Accessories are not covered by our warranty.

WARRANTY CONDITIONS

Pipers International covers the repair or, at Pipers International option, the replacement of any products which are defective through faulty workmanship or materials.

The warranty period commences from date of purchase or for new buildings date of handover to a maximum period of 6 months. The warranty period for replacement products is limited to the expiry date of the original purchase. The warranty is limited to the original purchaser and non transferable.

In order to make a warranty claim, Proof of Purchase (POP), handover documentation for new homes or equivalent documentation must be supplied for warranty claims to be considered. Claims must be processed through Pipers International's Customer Service and each credit claim will be issued with a claim number which is recorded on the Pipers system.

Pipers will not be liable for any claims for labour, additional products or parts associated with alleged faulty product for work not approved in advance by Pipers in writing.

Should any warranty claim be made and attended to by a Pipers Agent and that in the opinion of the Agent or Pipers the problem was from faulty unlicensed installation or use of the goods in conjunction with products of another manufacturer or from some other cause other than a manufacturing defect to the goods for which Pipers is responsible, Pipers has the right to charge a service fee for each service staff attending the Owner's premise where goods have been installed by an unlicensed person.

Pipers require adequate access to products, to undertake warranty inspection or repairs. Pipers will not be responsible for any consequential damage or costs where there is inadequate access to products. Pipers can never be liable for any secondary damage.

Where it is agreed Pipers will repair or replace flooring, only new panels of the current supply program at the time of the complaint is upheld. There will be no other form or compensation.

All warranties are issued to the original Residential home owner only and are not transferable.

NOTE: The purchaser and your installer are responsible to inspect the flooring prior to installation. We do not accept responsibility for liabilities, claims or expenses which include labour costs where flooring with visible defects have been installed.

FLOORING CARE DETAILS

• After installation is completed, all dirt and debris should be removed immediately and the floor swept clean. For general everyday cleaning, ordinary vacuuming or sweeping is usually sufficient to keep the floor clean. If needed, occasionally clean with a moistened cloth. Always use clean water or a certified laminate floor or hardwood cleaner. Never flood the floor with water and never allow any liquid to sit on the surface of the floor. All spills should be cleaned up immediately. For tough spots, such as oil, paint, markers, ink, or tar, use a mild alcohol or nail polish remover with a clean cloth, then wipe the area with a damp cloth to remove any remaining residue. Never use wax, polish, abrasive or scouring agents as they may dull or distort the finish. Do not wash or wet mop the floor with soap, water, oil-soap detergent, or any other liquid cleaning material. This could cause swelling, warping, delimitation, joint line separation or other damage that may not be covered by your warranty.

CAUTION: To avoid possible permanent indentation or surface damage, proper floor protection devices such as protective pads must be used under furniture and appliances. Do not allow pets with unclipped nails to scratch or damage the floor. Use doormats at entrances to protect the floor from losing gloss. Avoid using rubber backed rugs, as they may stain or discolour the flooring. Avoid exposure to direct sunlight for prolonged periods of time. Use drapes to minimise direct sunlight during peak sunlight hours. Always remove shoes that are spiked or healed before walking on the floor. It's a good idea to save a few planks in case of accidental damage. Planks can be replaced or repaired by a flooring professional.