

## FLOORING INSTALLATION PRODUCT CARE AND WARRANTY

Thank you for supporting a sustainable environment by bringing the superior style and warmth of Style Group into yours.

### Limited Warranty for Domestic or Commercial Use

Style Group Qld Pty Ltd (hereinafter 'Style Group') want you to be happy and confident in your investment. Style Group is committed to providing the finest flooring products in the market. The Style Group name is synonymous with quality, durability, beauty, and uniqueness. Our superior design, production technologies and style allow us to provide one of the best warranties in the industry subject only to a few common-sense exclusions.

### Product Care and Cleaning

Proper maintenance is necessary and a vital requirement to maximise the performance and enjoyment of your flooring investment. A well-maintained floor will provide many years of service life and will add to the overall warmth and charm that timber flooring can provide. If you follow these industry acknowledged guidelines the task of maintaining your flooring will become a regular function in the overall upkeep of the property. If you're unsure regarding any of these steps, please consult with your sales consultant.

1. To clean your new floor, simply sweep away or vacuum any loose debris. Use a soft, non-abrasive broom or vacuum head.
2. Style Group recommends using Bona floor cleaning mop. Do not use supermarket floor or general cleaning solutions as they are likely to be concentrated and if used incorrectly will damage the surface coating.
3. Do not use a steam mop.
4. Do not use any acidic cleaning products such as spirits containing methanol.
5. Never use abrasive cleaners, nylon scouring pads or anything that will damage the surface of the floors.
6. Remove spills promptly with an absorbent cloth or similar.
7. When moving heavy furniture or appliances always pick it up rather than sliding it across the floor.
8. Use a rug or matt in high traffic areas to reduce wear & scuffing
9. Apply felt protectors under chairs and heavy furniture.
10. Use window coverings to prevent prolonged exposure to direct sunlight. This will assist in reducing the harmful effects sun damage can have on your floor.
11. For new installations avoid placing rugs or mats on the floor surface for at least 2 months. This should enable a more even UV exposure to natural and internal lighting. Avoid animal rugs unless you determine the backing is PH neutral or place carpet / rug lining under to avoid bleaching the floor surface.

### Important information about the Properties of Bamboo and Engineered Timbers

1. For the purposes of this Warranty, bamboo flooring is hereinafter also categorised with and referred as 'timber'
2. Style Group timber flooring is constructed from natural materials.
3. All natural products are hygroscopic, which means that they absorb and expel moisture in response to climatic (temperature and humidity) and site conditions.
4. Natural floors expand and contract as moisture levels change and for this reason it is essential that the correct expansion allowance is used during installation as per our Installation Guidelines.
5. When conditions are extremely wet or dry (such as periods of drought, flooding, or long periods of wet weather) and/or rapid changes in humidity occur, the flooring may cup, crown or display some surface checking. This is due to extreme expansion or contraction. These conditions are beyond our ability to control, and therefore Style Group stipulates that relative humidity where the flooring is installed must be maintained at a monthly average between 30%-70% as per the Flooring Installation Guide.

### Important Features of your Warranty

1. This warranty applies only to permanently habited buildings. Where a property is scheduled to be uninhabited for any reasonable length of time outside of normal occupancy conditions, it is important to remember that measures may need to be taken to maintain the warrantable range of relative humidity.
2. It is important that you follow the Style Group Product Care and Cleaning instructions to care properly for your floor, as a failure to do so in part or whole will void this warranty.
3. This warranty will be rendered null and void unless we have received payment in full for goods and services.

### Product Warranty

All products installed by Style Group are fully warranted by the respective manufacturer. Please visit our website or contact us for a copy of the warranty document for your relevant product.

## **Installation Warranty**

Style Group warrants that the flooring installed under this Warranty has been installed in accordance with our installation guidelines and was, at the time of sale, free from installation defects. Style Group further warrants that when maintained according to Style Group Product Care and Cleaning instructions and used for its intended purpose, the Flooring will not delaminate, separate, buckle or cup as a result of a defective installation for a period of one year from the date of sale.

## **General Conditions and Exclusions of Warranty**

1. Relative humidity levels of the area where the floor is installed must be maintained at a monthly average between 30%-70%. Extended exposure to average daily humidity of above 70% whether deliberate or accidental, will void this warranty.
2. All warranties are limited to the original purchaser, and for the flooring the subject of the original installation only. This warranty cannot be transferred except in the case of purchase by a developer or builder of a new dwelling. A developer or builder may transfer this warranty to the new owner of the dwelling only and this must take effect within 6 months following completion of the building works.
3. This warranty shall not apply where the flooring is laid in areas prone to becoming wet such as laundry or bathroom areas.
4. Timber products are natural, and colour and texture will vary according to climatic and soil conditions and the age of the timber. Furniture, scotias and trims, or flooring manufactured from the same species are likely not to match due to the natural variability of timbers. No warranty is offered against these natural characteristics.
5. This warranty shall not apply in the event the flooring is exposed, for whatever reason, to the elements including, but not limited to, rain, sun, and frost.
6. Water damage from excessive moisture in a concrete slab, hydrostatic pressure, flooding caused by ice makers, refrigerators, sinks, dishwashers, leaking/burst pipes, flooding, standing water, household mechanical failures, rising damp, damage caused by water underneath the flooring, including damage from subfloor hydrostatic pressure or other conditions that result in water being below the flooring or natural disasters will void this warranty.
7. Natural hardwood flooring is photosensitive and will change colour as the floor ages and is exposed to ultraviolet (UV) light. This is a naturally occurring phenomenon and as such these changes are not covered by the product warranty.
8. Damage to timber flooring caused by heat or staining from any cause whatsoever is not covered by this warranty. The flooring should be protected from exposure to excessive heat caused by direct sunlight, gas or wood fires or stoves or similar.
9. Our timber flooring is a non-structural product and must be laid over an existing structural subfloor (for example a concrete slab, a structural plywood or particleboard subfloor or tiles). No warranty is offered in relation to any damage arising from a failure to install the flooring over a suitable subfloor.
10. Hollow sections, variation in sounds from tapping or walking on the floor, squeaking boards or separation of the planks due to the failure of glue applied during installation are not related to manufacture and are not covered by this warranty.
11. Your flooring, when installed to Style Group guidelines, is designed to give you the best possible service life. Any changes to your floor structure, including alterations or removal and reinstallation of any part of the flooring after the original installation will void this warranty.
12. All other warranties, whether implied or express and whether arising by statute or otherwise, are excluded to the extent permitted by law.

## **How to Make a Claim**

1. If the Flooring does not comply with the Warranty, the owner must notify Style Group in writing within thirty (30) days of discovering the non-conformity. The notice must describe the location and nature of the nonconformity. The owner must give Style Group a reasonable opportunity to examine the claimed non-conformity before undertaking any repairs, removal, or replacement. The owner must present the original invoice, bill, or other proof of the date of purchase. Compliance with the requirements of this paragraph is a condition to coverage under the Warranty: if these requirements are not complied with, Style Group will have no obligation to remedy any non-conformities.
2. Only authorised Style Group representatives can determine the validity of the claim. Installers, retailers, distributors, or agents are not permitted to alter any aspect of this warranty. At the sole discretion of Style Group a valid warranty claim will be addressed via repair, re-finish i.e., sand back and recoat or replacement of the affected area with the same or similar product of equal value.
3. Style Group or an independent assessor appointed by Style Group will inspect the floor within 30 days following receipt of a claim from a distributor or retailer.
4. Style Group reserves the right to remove boards for testing purposes. All claims must be confirmed in writing before any rectification works can take place.
5. In the case of repairs under warranty or commercial applications, extended warranty conditions may be provided. Please contact Style Group for further information.

## **Disclaimer of Implied Warranties.**

The above Warranties are the exclusive and sole Warranties given by Style Group Qld Pty Ltd for the Flooring. They supersede any prior, contrary, or additional representations, whether oral or written. Style Group disclaims all other Warranties – whether express, implied, or statutory, including any Warranty of merchantability, any Warranty of fitness for a particular purpose, and any implied Warranties arising from course of dealing or usage of trade.

**Exclusion of Liability**

Style Group will not be liable for any loss or damage resulting from any purchase, or misuse of our flooring. Notwithstanding anything else contained in this warranty, Style Group Qld Pty Ltd will not in any circumstances be liable under or in connection with this warranty for any claim for consequential loss, loss of opportunity, revenue, profit or anticipated profit, accommodation costs, removal or storage of furniture or legal fees whether arising in contract, negligence or otherwise.