

ELEGANT

Hybrid Floors



Warranty

1 Warranty

- This Warranty is given Riverhill Floors Pty Ltd and is to be read subject to the terms and conditions of sale and supply which apply to the relevant sale.
- The rights described in this warranty are in addition to the statutory rights to which you are entitled under the Competition and Consumer Act 2010.
- Riverhill Floors limits its liability which attaches to the supply of goods used for commercial purposes to the lowest amount of the cost of replacing the goods, the cost of obtaining equivalent goods or the cost of having the goods repaired.
- Riverhill Floors liability under this warranty is limited to repair, replacement, or refund only.
- All claims require supporting documents and inspection reports as stated in this warranty.
- This warranty is not transferable and cannot be assigned and is valid only to the original purchaser at the original installation site.
- In the case of the builder/developer purchasing the floor, the occupant of the premises 12 months after purchase will receive cover under this warranty.
- The warranty only becomes effective when full payment for the product has been made. This product warranty is warranted for interior indoor use only.

2 Structural & Wear Warranty

Limited Surface Warranty – 20 years Residential | 3 years Commercial

- Riverhill Hybrid Floors warrants to the original purchaser only that the coated surface of floor will not wear through under normal conditions of wear and tear of foot traffic for a period of

20 years residential / 3 years commercial from the date of purchase.

- This warranty subject to standard household conditions, the 'wear' layer will not wear through to the design layer, 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 due to natural ageing, or any change in appearance due to events described in the General Conditions.

3 Structural Integrity Warranty

Limited Surface Warranty – 20 years Residential | 3 years Commercial

- Riverhill Hybrid Floors warrants to the original purchaser only that its product in its original manufactured condition is free from defects in material and workmanship, including lamination, assembly, dimension, and grading.
- This may not apply to special or non-standard grade specifications as advised at the time of sale.

4 Stain and Spill Resistance warranty

Riverhill Hybrid flooring is resistant to standard household stains and not be damaged by

standard household spills for the period of the warranty if immediate actions are taken according to Riverhill Hybrid Floors Care and Maintenance Guide.

5 Waterproof warranty

The surface of your Riverhill Hybrid floor is waterproof from mopping or normal household spills (provided the spills are immediately mopped up and cleaned). Subject to regular mopping or short-term spills, the floor should not warp, discolour, swell, buckle or significantly lose structural integrity. If installed in wet areas, such as bathrooms or laundries, installation must be according to Riverhill Hybrid Floors Installation Instructions, wet areas not included areas/rooms with built in drains, such as showers or sauna, warranty will be void if floor installed in areas/rooms with built in drains.

This warranty does not cover any damage due to flooding, leaking pipes or appliances, spills left without mopping immediately or similar damages resulting from mould or mildew growth.

Riverhill Hybrid Flooring Installation Instruction must be followed closely when installing.

Riverhill Hybrid Flooring Care & Maintenance Instructions should always be followed once the installation is completed.

6 Features of a Hybrid Floors

- Can be installed and pulled-up easily.
- Generally easier and cheaper to repair in the event of a problem.
- An acoustic underlay to meet sound requirements for multilevel living.

- Can be laid over different subfloor surfaces (subfloor levelling may be required).
- Allows boards to naturally expand and contract during temperature changes.
- Requires trims between rooms to allow for natural movement.

5 Expectations

- Your flooring will continue to expand and contract during normal seasonal temperature and humidity changes.
- The product, when properly installed, may experience slight expansion and contraction during normal seasonal temperature and humidity changes, which is normal.
- More excessive movement due to extreme weather conditions is to be expected. Board separation may occur due to inadequate perimeter spacing.
- Expansion trims and gaps must be installed as required and recommended in Riverhill Floors product guide supplied in every carton.
- Some timbers may naturally experience minor checking (cracks) as boards expand and contract, which considered to be acceptable and normal for timber floors.
- Being manufactured from a natural material, please check the colour is acceptable prior to installation, as colour variations can occur between batches of the same species.
- Colour and appearance can also be affected by exposure to ultraviolet light and other environmental factors. This is considered normal.
- The grade of the flooring selected will determine the visual appearance of your flooring.
- The brushed finish to the boards makes for an uneven surface and edges, which varies from board to board.

- Due to the vulnerability of flooring to damage, it is expected that the floor will be installed as the last trade and will be suitably covered and protected from damage that can be caused by other trades.
- No claims under this warranty for loss or damage caused by third parties, including completion of other trades, will be accepted.

6 Conditions of Warranty

- Riverhill Floors will honour claims under this Warranty only if all the following conditions are satisfied.
- Compliance with these conditions is essential for claims to be properly made under this warranty:

Your installation obligations

- At all times between purchase and installation, the flooring must be properly stored according Riverhill Floors installation instructions.
- You must install the product in accordance with any minimum Australian Standards and strictly in accordance with the Riverhill Floors installation instructions that accompany the product.
- If a product is thought to be defective by the installer, that person needs to STOP and contact the reseller or Riverhill Floors immediately.
- Installation will be taken as acceptance of the appearance, relating to features visible at time of purchase/installation.
- The installer will be responsible for any costs relating to the rectification of products installed with visual or audible faults.

Your care obligations

- Your flooring must be maintained in accordance with the Riverhill Floors recommendations.
- Any subfloor must be and remain level to avoid vertical movement.
- Relative humidity in the using area must be maintained within a range of 40% to 60%.

7 Claims Procedure

- Riverhill Floors must receive written notice prior to rectification within 30 days after the discovery of any claimed defect or failure covered under this warranty.
- A completed claim form and supporting photos need to be sent to Riverhill Floors to start the inspection process.
- Riverhill Floors is allowed 30 days following receipt of notice to inspect the product to confirm if any manufacturing defect is present.
- Additional time may be required if an independent expert opinion is required.
- Riverhill Floors must be given the opportunity to inspect the floor prior to any warranty repairs being undertaken.
- Any rectification work covered by this warranty will not be covered without written approval Riverhill Floors and if undertaken without approval will void this warranty.
- The customer must provide proof of date of purchase, the original purchase invoice, evidence that he/she is the original purchaser and show that the floor is at the original site of installation.
- A minimum of 5% of the total installed surface area, visible from a standing height, must be affected for the warranty to apply.
- The expectations of the person making the complaint, must be in line with what is considered fair and reasonable by the Australian timber flooring industry.

8 Riverhill Floors Options

- If the product has been proven faulty prior to installation, Riverhill Floors at its option, will either supply a replacement product from the current range or parts to repair or re- place the defective product or refund the cost of goods to our invoiced customer.
- If the product has been proven to become faulty after installation, Riverhill Floors at its option, will either supply replacement product from the current range or parts to repair or replace the defective product or refund the purchase price of the defective product prorated over the remaining life of this limited warranty.
- This Warranty is exclusive.
- It covers the repair or replacement of defective materials only.
- Riverhill Floors will only cover the cost of rectification if the product is proven and accepted to have become faulty after installation.
- Riverhill Floors may at its discretion appoint its own team for rectification.
- Riverhill Floors accepts no responsibility for consequential damage or rectification costs to fixtures, skirting or trims unless such items have been separately itemised and approved by Riverhill Floors, prior to rectification.
- No additional costs will be covered.
- The warranty will be made void if unusual man-made or natural disasters, including leaks, broken plumbing, fire, flood, rising water, earthquake or standing water occur during or after installation.

9 Warranty Exclusions

This Warranty does not cover any of the following:

- Installation of boards or underlay that had a visual or audible defect at time of installation.

- The use of steam mops voids this warranty.
- Indentations, scratches, damage caused by negligence or accident, water erosion, insect attack, animals, high- heeled or spiked shoes or casters or rollers or dragging heavy objects.
- Failure to follow Riverhill Floors written installation instructions, including protecting the floor from sub-floor moisture.
- Changes in colour or appearance (aging or coating) due to full or partial exposure to sunlight, weather, excessive heat, moisture or improper humidity and temperature control, contributed to or caused by lack of window coverings, awnings, or airflow in the in- stalled area Improper maintenance, insufficient protection, or misuse.
- Including exposure to chemicals, acids (urine), adhesives or rubber.
- Alterations to original manufactured specifications for coating and suitability for purpose.
- Unauthorized alterations or repairs to the original product (which will void all warranties).
- Failure due to structural changes in the subfloor, settling of the building or uneven subfloor that has not been adequately levelled.
- Squeaking and creaking where any vertical movement is present, either due to unlevel subfloor or boards being under pressure during natural movement.
- Your floors may naturally creak or squeak in areas affected by pressure or movement.
- Boards with a brushed finish by design have a rustic and non-uniform appearance. Tolerances at board edges and ends, is increased when boards are brushed.
- Large or irregular gaps at board joins are to be expected and boards installed are deemed to have been accepted and are not covered by this warranty.

- Damages caused by other trades within the same project will not be covered by this warranty.
- Where trims have not been installed as per installation guidelines, including in door- ways.
- Installations that are unoccupied for an extended period are excluded due to the inability to maintain the prescribed parameters of the environment.

10 Warranty Disclaimers

- All other warranties express or implied (including by law) are expressly negated to the extent it is lawful to do so.
- Riverhill Floors is not liable for loss of use, or any other incidental or consequential costs, expenses or damages incurred by the original purchaser. This includes alternative accommodation, the cost of furniture removal, legal costs, damages arising from loss or use of the product, any indirect, special, or consequential damages or injury to any person, corporation, or other entity.
- The Product guide is to be read in conjunction with any updated product guidelines posted on www.riverhillfloors.com.au, and product guides provided to you by the seller.
- These instructions do not allow for every possible use or installation. If you have any questions about suitability for application not covered in these instructions, please contact Riverhill Floors immediately at www.riverhillfloors.com.au

For more information about Riverhill Floors, please contact your supplier, ask at your place of purchasing or visit the Riverhill Floors website www.riverhillfloors.com.au