



Ozworld Timber Flooring

Warranty Terms & Conditions

Who is covered?

The original purchaser is covered by this warranty. In the event that a builder or developer purchases the Pre-Finished Solid and Engineered Timber Flooring (“Flooring”), the occupant of the site on which the Flooring is installed is covered by this warranty.

Australian Consumer Law

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.

Acceptable Quality

Ozworld Timber Flooring warrants the original purchaser that our Pre-finished Solid and Engineered Timber flooring in the original manufactured state free from structural defects, Structural Warranty for 25 years in residential applications and 5 years for commercial uses. We warrant to the original purchaser that the wear layer (Coating Warranty) will not peel or separate from the flooring plank in residential applications for 5 years and 3 for commercial uses, if it is installed and maintained according the Ozworld Timber Flooring Installation Guideline and Ozworld Timber Flooring maintenance & care instructions. Variations in grain, pattern, colour and/or texture are common and are not considered defects.

Major Failure

Ozworld Pre-finished solid and engineered timber flooring is a natural product, small splits, cracks blemishes in the coating surface of the floor can occur. This is known as surface checking and should be considered normal. The pre-finish coating used is not scratch or chip proof and reasonable care should be taken to avoid scratching and chips from occurring. In addition, some gloss variation between boards installed may occur. Note that gloss variation, surface checking, scratches, chips, gaps or small blemishes are not considered as major failure. They are considered part of purchasing a natural timber floor. These definitions are not intended to diminish or reduce the statutory rights of any purchaser.

As the warranties for Ozworld Pre-finished Solid and Engineered Flooring deal only with the manufactured goods, installation warranties should be sought from the installation company or individual completing the installation.

What is not covered?

Wear that may be associated with water or liquid damage from any source (moisture ingress from any source into the board). Scratches, stains or indentations of any type are also not covered by this warranty.

Wear or structural deformation that may be associated with improper installation or improper maintenance procedures.

The instance of surface checking (fine surface splits), gloss variation between boards, colour variation between boards or natural features including gum veins, knots, insect trails etc. are considered a natural part of timber flooring and are therefore excluded from this warranty.

Damage, intentional or accidental, caused by abuse, misuse, stiletto heels, dragged objects, heavy furniture, sand, stones, castor wheels, dropped items etc.



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Labour charges associated with any rectification work. In some cases, and only when a floor has been professionally installed by the retailer or place of purchase, reasonable labour costs may be considered, at the sole discretion of Ozworld Timber Flooring.

Any costs associated with any rectification work required other than the supply of new flooring and scotia beading if necessary. Re-painting, removal of fixtures or furniture, accommodation and any other costs are specifically excluded from this warranty.

FURTHER INFORMATION

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