



Hybrid Floors Residential and Light Commercial Warranty

The original Australian purchaser of Hurford's SUPACORE hybrid flooring is offered the following Residential and Commercial Warranties. The benefits given by these warranties are in addition to other rights and remedies for the consumer under the law in relation to the goods. The Warranties are subject to and qualified by the "General Warranty Conditions", "Owner Obligations", and the extent of coverage, as set out on the following pages.

Abrasion/Wear Resistance Warranty

Hurford's warrants that, under normal use conditions, the wear layer of your SUPACORE hybrid floor will not wear through to the decorative layer of the hybrid floor during the warranty period. That is, no abrasive wear through the floor surface to show a visual change in the floor's appearance, noting that this does not include other changes in appearance: e.g. scratches, chips, indentations, small gaps, gloss variation between planks, reductions in gloss level etc.

Stain and Spill Resistance Warranty

Hurford's warrants that for the warranty period, your SUPACORE hybrid floor is resistant to normal household stains on the floor surface and to damage from normal household spills. As such, your floor will be able to resist most potentially permanent stains.

Fade Resistance Warranty

Hurford's warrants that during the warranty period, your SUPACORE hybrid floor will not have a significantly noticeable colour change due to fading resulting from exposure to indirect sunlight or normal artificial light (except natural ageing).

Structural Warranty

Hurford's warrants that your SUPACORE hybrid floor will not delaminate during the warranty period, provided that planks are not improperly altered from their original manufactured condition. This does not include any separation of the pre-adhered underlay from the underside of the planks.

Waterproof Warranty

Hurford's warrants during the warranty period, the surface of your SUPACORE hybrid floor will remain waterproof and resistant to damage from mopping or normal household spills. The floor will not, upon reasonable exposure to surface water from cleaning or spills, swell, buckle, or have its structural integrity significantly affected. This warranty does not cover water or damp conditions trapped beneath the floor, including that from the slab moisture, flooding, leaking pipes, appliance leaks or similar, or damage resulting from mould or mildew growth.

Free from Manufacturing Defects Warranty

Hurford's warrants that during the warranty period, your SUPACORE hybrid floor shall be free from manufacturing defects, provided that planks are not improperly altered from their original manufactured condition. This includes any defects that, over time, cause an abnormal change in the floor, such as early wear.

Consumer Warranties

Our goods come with warranties that cannot be excluded under Australian Consumer Law. You are entitled to a replacement and refund for a major failure. You are also entitled to have planks or sections of the floor repaired or replaced if the flooring fails to be of acceptable quality. The need to replace planks does not constitute a major failure.

General Warranty Conditions

These Hurford's Hybrid SUPACORE Warranties apply only:

- In Australia;
- To the original purchaser of the floor (or in the case of a builder or developer, the owner 6 months after purchase of the flooring);
- To floors installed in accordance with Hurford's installation instructions set out in leaflets in the boxes and on our website at <https://hurfordwholesale.com.au>;
- To new, first quality flooring in its original installation; and
- To floors used indoors and excluding designated wet area floors. Hurford's SUPACORE Warranties are not transferable. Hurford's reserves the right to refuse a claim under Hurford's SUPACORE Warranties for flooring that has been installed, and where a reasonable inspection of the flooring before installation would have identified the fault.



Hybrid Floors Residential and Light Commercial Warranty continued

Hurford's Hybrid Floors Warranties do not cover:

- Damage due to improper installation or improper maintenance, application of improper cleaning agents, methods, mishaps or damage caused by failing to carry out proper routine maintenance.
- Damage arising due to the floor being exposed to extreme cold (under 0°C) or extreme heat (over 55°C), excessive direct sunlight or installation over subfloor heating if not installed in strict accordance with the installation instructions.
- Damage directly associated with exposure to excessive moisture (either to the surface or water/moisture trapped beneath the floor).
- Damage resulting from mechanical stress, accidents, abuse (being any use considered unreasonable given the normal and expected use of the floor), sand, stones, dragged objects, heavy furniture, castor wheels, dropped items, burning, flooding, cutting, smoke, exposure to very hot substances (other than most food or beverage spillages) or chemicals or industrial products (other than recommended cleaning products).
- Damage caused by risks covered by a generally available homeowner's insurance policy.
- Improper alterations to the original manufactured product. Alterations, repairs, or reinstallation of the original product will void all warranties.
- Failure due to structural changes in the subfloor, settling of the building, or an uneven subfloor that has not been adequately levelled.
- Labour charges associated with any rectification work. In some cases, reasonable labour costs may be considered at the sole discretion of the authorised Hurford's representative.

If your floor fails to perform?

If any part of your SUPACORE hybrid floor fails to perform in accordance with any of the SUPACORE Warranties, Hurford's will supply, free of charge, the following tabled percentage (in quantity), that is of the same or of comparable quality, to replace the affected area of the floor through your original retailer (or as nominated by Hurford's, another retailer in your area).

25 Year Residential Warranty Period and Percentage Covered

Year in which the claim is made, calculated from date of installation:	Percentage:
Year 1 to 5	100%
Year 6 to 10	70%
Year 11 to 15	40%
Year 16 to 20	20%
Year 20-25	10%

10 Year Light Commercial Warranty and Percentage Covered

Year in which the claim is made, calculated from date of installation:	Percentage:
Year 1 to 2	100%
Year 3 to 4	70%
Year 5 to 6	40%
Year 7 to 8	20%
Year 9-10	10%

On installation, you will be responsible for paying the retailer the balance of the flooring and the installation costs.

In relation to claims made under the SUPACORE Warranties, Hurford's will not reimburse or pay for installation, your time associated with making the claim, the cost of cleaning, repainting, accommodation, expert advice, obtaining quotations, moving or replacing furniture, equipment or fittings or the disposal of flooring, underlay or packaging.



Hybrid Floors Residential and Light Commercial Warranty continued

Owner Obligations

In addition to you complying with the other conditions which apply to the SUPACORE Warranties, to obtain and maintain your coverage under the SUPACORE Warranties, you must:

- Keep proof of purchase in the form of a receipt, bill, invoice or statement from the retailer, showing the price you paid for the flooring and the date of its purchase, together with proof of installation date. You must also demonstrate that the floor is still at the original installation site.
- Have your floor installed and maintained in accordance with instructions available at the time of installation.

Making a Claim: Should you consider that your SUPACORE hybrid floor is failing to perform in accordance with these SUPACORE Warranties or your Australian Consumer Law rights, please notify your retailer to arrange an onsite inspection of the installation. Be sure to describe the specific problem (providing a photo if possible) and to include a copy of your proof of purchase. The retailer will take appropriate action, including notification to Hurford's if necessary. You must bear your expenses of claiming under the SUPACORE Warranties. Should you be unable to contact your retailer, or if you do not get a satisfactory response from your retailer, please contact Hurford's directly. Our contact details are:



QLD (07) 3442 6300 | VIC & TAS (03) 8794 3300

NSW & ACT (02) 4646 1406

SA & NT (08) 8376 6694 | WA 0448 132 955

Email: info@hurfordwholesale.com.au

Web: www.hurfords.com.au