

QUALIMAX FLOORING PTY LTD
ENGINEERED OAK FLOORING WARRANTY
14/3mm & 21/6mm Engineered Oak Flooring

Qualimax Flooring Pty Ltd
Email: admin@qualimaxflooring.com.au
Contact: (02) 7809 4930



25-Year Limited Structural Warranty

Qualimax Flooring provides a **25-Year Limited Structural Warranty** for its 14/3mm and 21/6mm engineered oak flooring, covering manufacturing defects such as delamination, splitting, and structural failure under normal residential use. The planks must be inspected prior to installation. Any planks deemed defective should not be installed, as installation constitutes acceptance of the product.

Natural variations, minor surface checking, and slight bowing due to climate conditions are not considered structural defects. Proper acclimatization is required before installation. Any post-installation issues such as cupping, gapping, or peaking may be considered site-related and not covered under this warranty.

This warranty is only valid for the original purchaser and is non-transferable. Proof of purchase must be provided for any claims.

20-Year Limited Residential Wear Warranty

Qualimax Flooring guarantees that the surface finish will not wear through to the uncoated wood for **20 years in residential settings**, provided the floor is maintained according to our **Care & Maintenance Guidelines**. This warranty does not cover:

- High-traffic wear affecting less than 10% of the floor surface.
 - Scratches, dents, stains, or discoloration due to external factors.
 - Improper maintenance or use of harsh cleaning chemicals.
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5-Year Limited Commercial Wear Warranty

For commercial environments, we provide a **5-Year Limited Commercial Wear Warranty** under similar conditions. Floors installed in high-traffic areas must follow strict maintenance guidelines.

Exclusions & Limitations

This warranty does **not** cover:

- Improper installation or site conditions.

- Damage due to moisture exposure, leaks, or improper HVAC use.
 - Normal wear and tear, including minor surface scratches or indentations.
 - Exposure to extreme temperatures, excessive humidity, or direct sunlight.
 - Use of non-approved adhesives, underlays, or cleaning products.
 - Flooring installed in wet areas such as bathrooms or outdoor spaces.
 - Damage from furniture, high heels, pet claws, or roller chairs.
 - Failure to maintain the floor as per Care & Maintenance Guidelines.
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Warranty Claims

If you believe your flooring has a manufacturing defect covered under this warranty, contact **Qualimax Flooring** at admin@qualimaxflooring.com.au or call **(02) 7809 4930**. A site inspection may be required to assess the claim. Approved claims will be resolved by repair, replacement, or credit for new flooring materials at our discretion.

This warranty does not cover incidental or consequential damages, including labor costs, accommodation, or moving expenses.

Australian Consumer Law

This warranty is in addition to any rights you may have under the **Australian Consumer Law**. Consumers are entitled to a replacement or refund for major failures and compensation for reasonably foreseeable loss or damage. If a failure does not constitute a major failure, Qualimax Flooring will, at its discretion, repair or replace the goods.

For full care and maintenance instructions, please visit our website or contact us directly.

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