



HOUSE & HAVEN  
luxury vinyl floorboards

# LUXURY VINYL FLOORBOARDS

## Residential Warranty Series120 - Series150

### 20-Year Residential Warranty. Heavy duty – Class 23

House & Haven Australia provide warranties on its Series120 and Series150 Luxury floorboard collections as per the conditions set out in this document.

Prior to installation please inspect the product for colour, quality and quantity as once installed all warranties will only apply to defective product and all variations are deemed to have been accepted.

Normal industry colour and texture tolerances between batches and variance to sample are to be expected and are not considered as a product defect.

### 20-Year 'Wear Out' Warranty.

House & Haven warrant that in residential applications our luxury vinyl floorboards will not wear out for a period of 20 years from the date of purchase. \*

Should a product wear out during the warranty period House & Haven will replace the affected area with the same design (if available) or equivalent quality in a similar design and colour providing that prior to the warranty expiry, you can satisfy H&H that none of the conditions and exclusions identified below apply.

- You will need to provide proof purchase and follow the claims procedure as set out below.
- You will need to satisfy House & Haven that the installation was in accordance with the manufacturers installation instructions as well as compliant to the Code of practice for the laying of resilient sheet and tile flooring AS 1884-2012

### 1-Year Product Defects Warranty.

House & Haven warrant that the Series120 and Series 150 Luxury Vinyl Floorboards will be free from material and manufacturing defects for a period of 1 year from the date of installation.

Should a product be found to be defective during the warranty period House & Haven will replace the affected area with the same design (if available) or equivalent quality in a similar design and colour providing that prior to the warranty expiry, you can satisfy House & Haven that none of the conditions, restrictions and exclusions identified in this document apply and that the correct installation, use and maintenance recommendations have been followed. You will also be required to follow the claims procedure as set out below.



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## Claims Procedure

In order to make a claim please contact your place of purchase and provide the following information.

- Proof of purchase documentation.
- Should the product purchase details and installation be separated then relevant documentation and details of the installation, the contractor and installation date will need to be provided.
- Please provide a written description of the wear / defect with a plan and description of the affected area.
- Please provide photographs to show the defect.

Your place of purchase is to assess the information and where necessary forward the claim to House & Haven who will determine whether the claim complies with the terms of the warranty as set out in this document. This assessment may include the need for a House & Haven representative to inspect the product in situ.

## The following defects are excluded under this warranty.

- Improper installation or irregularities caused by the subfloor. Including the presence of moisture, alkali, and hydrostatic pressure.
- Product that is installed with the incorrect adhesive and/or incorrect adhesive application and installation methods.
- Misuse and abuse of the product resulting in but not limited to scratches cuts, burns, stains or indentations.
- Changes to the surface appearance due to normal wear and tear or where the floor is not maintained in accordance with standard practice or as recommended in the House and Haven care and maintenance guide.
- Associated costs such as but not limited to, furniture removal, painting, accommodation and down time are excluded from this warranty.
- Colour variation between the sample, website or printed material and the actual production batch.
- Colour variation in the product design.
- Colour change due to UV light or a heat source.

## This warranty is subject to the following restrictions.

- This warranty applies to the original end user only and cannot be transferred or reassigned.
- House & Haven will not accept liability for damages suffered or incurred by the end user or any other persons.
- Beyond the terms of this document, no representative or agent is authorized to assume responsibility or liability on behalf of House & Haven.

\* 'Wear out' refers to the complete loss of pattern / colour sustained by normal traffic wear.

As per Competition and Consumer Act (CCA) all House & Haven 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 the goods fail to be of acceptable quality and the failure does not amount to a major failure.