

GrandOak Collection Warranty

GrandOak flooring comes with a lifetime structural warranty, 20 Year Residential Wear Warranty and 10 Year Commercial Wear Warranty from the date of purchase. The original purchaser is covered by this warranty and may not be reassigned or transferred.

These warranties, which begin from the date of purchase, apply to products used in dry residential applications.

Installation is carried out in strict accordance with current written installation instructions.

Wet Areas are not suitable for installation this includes: bathrooms, saunas, laundries, or any other areas, in which high levels of steam and moisture are present.

Care and Maintenance Guidelines must be adhered to.

Non-Assignment: the warranty is limited to the original purchaser and may not be reassigned or transferred.

Lifetime Structural Warranty

GrandOak flooring is provided with a Limited Lifetime Structural Warranty to cover the performance and appearance of the plank from structural defects, delamination, cracking, warping, twisting, splitting and geometry that would affect the planks assembly and in-service performance. The installation instructions must be followed strictly when installing your floors and the manufacturer's care & maintenance guidelines should be followed at all times after your floor is installed.

All installation instructions can be found inside each pack of flooring and the manufacturer's care & maintenance guidelines can be obtained by contacting your local retailer. Please make sure you fully understand the manufacturer's care & maintenance guidelines before commencing any cleaning and maintenance schedules.

IMPORTANT: The floorboards must be inspected prior to use and any planks deemed not fit for service, SHOULD NOT be installed and will not be covered by warranty provisions.

Due to the variable climate conditions within Australia, planks may display a slight bow or twist once removed from the cartons. This is not considered a structural defect unless the planks cannot be assembled after an adequate period of acclimatisation. (Note: planks should not be unpacked overnight and or left loose prior to install).

Grading programmes provide for patching and filling of natural characteristics with appropriate filler, this forms an acceptable look for the natural planks.

Post-installation cupping and gapping issues could be considered site related installation or performance issues and may not be covered by the warranty and other consumer related product purchase laws.

20 Year Residential & 5 Year Commercial Wear Warranty

GrandOak flooring provides for a 20 Year Limited Residential and 5 Year Limited Commercial Wear Warranty. From the date of purchase, the manufacturer warrants to the original purchaser only, that under normal domestic conditions of use, the surface will not wear through during the period warranted.

With proper maintenance, the goods will perform under normal household conditions. Scratches, dents, reduction of gloss (appearance reduction), damage caused by negligence, urine, animals, or high-heeled shoes are not considered as a defect and therefore are not covered by this warranty.

Felt must be adhered underneath all furniture to protect the surface of your floor. From time to time this will need to be maintained and checked for wear.

PLEASE NOTE: All warranty claims must be lodged by contacting the retailer from the original store of purchase within 30 days of the problem being noticed. Proof of purchase (date), identity of the wholesaler or retailer, and the location of installation must be provided.

All assessments for replacement or rectification work that may need to occur for faulty planks or floor installation must be formally inspected and approved by the supplier prior to any repair.

5 Year Commercial Wear Warranty Exclusions:

- All industrial food areas, such as, but not limited to, intensively frequented restaurants and cafeterias, pubs, dance halls.
- All institutional applications, such as, but not limited to hospitals and government buildings.
- Heavy commercial areas, such as, but not limited to airports, lobbies, schools, and barber shops.
- Other areas that have heavy traffic and immediate access to street traffic.

Acceptable Quality and User Guidelines

GrandOak flooring is designed for internal use including floors, walls, ceilings and should not be used externally. The flooring should be installed in a “timber flooring friendly environment” in which the area is occupied, protected from direct heat and sunlight and where heating and cooling systems are in place and used to control the internal temperatures and humidity. Maintain the internal environment relative humidity level between 45-60% year round, using humidifiers or dehumidifiers as necessary.

GrandOak flooring **SHOULD NOT** be installed in wet areas including bathrooms, toilets, and any areas or rooms where a floor waste (water drain) is present or required. Residential kitchens are not considered to be wet areas. In areas where spills may occur often such as kitchens and living areas, ensure spills are wiped up and dried as soon as possible to avoid moisture ingress and possible plank deformity.

Major Failure

Timber flooring is a natural product and as such is affected by changes to its environment, which can cause gaps, surface checking, cracks, and minor surface blemishes. Care should be taken to prevent surface coating chips, scratches and dents as outlined in our care and maintenance guidelines.

The use of black/colour fill is part of the manufacturing process and is not considered as a defect. Natural colour variation and changes due to oxidation will occur. Please note the above mentioned are all-natural characteristics of timber and are not considered to be a major failure.

Australian Consumer Law

Our goods come with guarantees that cannot be excluded under the current 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.

Warranty Exclusions

- The manufacturer for the purpose of this warranty will be referred to as ‘the supplier’. Breach of Warranty Conditions - any breach of warranty conditions will void the warranty.
- Directly associated with improper installation or care and maintenance will void the warranty. The flooring must be installed in strict accordance with the manufacturer's current written installation instructions. In addition, the care and maintenance guidelines must be adhered to.
- Boards that are visibly faulty or deemed visually or structurally inappropriate prior to installation should not be installed and are therefore also not covered by this warranty.
- Surface coating damage caused by using duct tape, masking tape and/or other industry tapes.
- Any damages incurred by direct exposure to excessive heat and/or sunlight.
- Scratches, stains, or indentations of any type are also not covered by this warranty.

- Damage caused by use of cleaning products other than pH neutral cleaners is not covered by this warranty. Solvents are including (but not limited to) Methylated Spirits, Turpentine, Bleach, Ammonia, Eucalyptus, Citrus, and Vinegar and/or similar solutions.
- Damage, intentional or accidental, caused by water, urine, abuse, misuse, stiletto heels, dragged objects, heavy furniture, sand, stones, castor wheels, dropped items, etc.
- Direct or indirect result of moisture ingress and heat damage along with the incorrect use of cleaning will not be covered by this warranty. **STEAM MOPS AND WET & DRY VACUUM CLEANERS ARE NOT ALLOWED FOR TIMBER FLOORING UNDER ANY CIRCUMSTANCES.**
- Wear that may be directly associated with water or liquid damage from any source, moisture ingress from any source into the floorboards.
- Floor performance issues that may arise as a direct or indirect result of moisture ingress along with the incorrect use of heating and cooling systems will not be covered by warranty provisions. Please note Evaporative cooling systems need to be operated as per the manufacturers guidelines. Please consult with the manufacturer to better understand operating methods.
- Misuse of the warranty does not extend to damage caused by moisture penetration through the subfloor, other flooding, leaking, plumbing, overflowing, hydrostatic pressure, or any other water damage.
- Installation over any floor heating systems (with the exception of hydronic heated slabs) is not in accordance with manufacturer's heated slab installation instructions and is not covered by this warranty.
- Direct or indirect result of incorrect use of heating and cooling systems will not be covered by this warranty. Please note subfloor heating needs to be operated as per manufacturers guidelines. Always consult with the manufacturer to better understand operating methods.
- Extreme Conditions: As timber is a natural product, the humidity level in the home must be in the 45%-60% range throughout the year, using humidifiers or dehumidifiers as appropriate.
- GrandOak flooring is made of natural timber. As a natural product, colour variation will occur from batch to batch and between samples and the actual stock delivered and installed. Samples displayed or provided are indicative only and are within normal industry standards and no warranty is given that such samples will match the floor installed. Other variations will naturally occur such as knots and grain variation. These variations normally present in GrandOak flooring and are not considered defects and will not form the basis of any claims under the warranty.
- 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.
- Insect Infestation: The supplier warrants that it sells GrandOak flooring free of insect infestation, this warranty does not cover any insect infestation occurring after the product has been sold.

- Alterations where floor or subflooring has been altered, repaired, resurfaced, or replaced, no warranty will apply except to the extent implied by law.
- 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 cost is specifically excluded from this warranty.
- Labour charges associated with any rectification work may apply. In some cases, reasonable labour costs may be considered, at the sole discretion of the distributor's authorised representative.