



ARMSTRONG FLOORING – LUXURY VINYL PLANK

NATURAL CREATIONS® 2.5mm

NATURAL CREATIONS® XL 5.0mm

Warranty Against Defects

WARRANTY AGAINST DEFECTS

Armstrong Flooring – Luxury Vinyl Plank

Natural Creations® 2.5mm
Natural Creations® XL 5.0mm
15* Year Residential
15* Year Commercial

WARRANTY AGAINST DEFECTS

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 the goods fail to be of acceptable quality and the failure does not amount to a major failure. What constitutes a major failure is set out in the Australian Consumer Law.

While you should have years of enjoyment of your new investment with peace of mind, you cannot rely on quality products and warranties alone. It is extremely important to ensure that proper installation and maintenance is carried out and also that the temperature range within your home is well maintained; otherwise your warranty might not apply (see conditions below).

Vinyl flooring should be protected from: excessive heat, prolonged exposure to direct sunlight, dryness or moisture, which may cause damage to your floor.

The limited warranties contained in this document are all conditional. They are subject to the limitations, disclaimers and exclusions described below and are effective for flooring products purchases after 1 January 2011. All warranties run from the date of retail purchase for the applicable period described below.

The benefits under these Warranties are in addition to other rights and remedies under a law in relation to the goods. For the avoidance of any doubt, any and all undertakings which are not guaranteed under the Australian Competition and Consumer Regulations 2010 and which are not expressly included in this Warranty are excluded to the extent possible under that legislation.

WHO IS COVERED?

This defects warranty is for the benefit of the property owner for whom the flooring product is installed ('you'). It is not transferable.

WHAT ARE YOU RESPONSIBLE FOR UNDER OUR WARRANTIES?

To be covered under our warranties you need to retain your sales receipt and make sure that the flooring is properly installed in accordance with our installation instructions.

If you were not the direct purchaser, then you will need to obtain evidence of purchase (e.g. receipts) from the contractor who purchased the products for you, and of correct installation, as explained further below.

You must also properly care for your new floor using our easy to follow maintenance instructions in the Product & Maintenance Guidelines. We recommend that you use only our specially formulated floor care products to preserve your flooring. The use of floor care products other than those we have recommended for use on our flooring products may damage your floor.

DEFECTS WARRANTY

Subject to the conditions below, Armstrong Flooring Warrants that Armstrong Flooring products described above (excluding installation) shall be free from latent manufacturing defects in material and workmanship for a period of Fifteen (15) *1 years from the date of the original purchase (this reduces to 10 years if you cannot demonstrate that appropriate adhesives were used – see footnote below). If due to faulty materials or manufacture, defects are observed during that period, then we will repair or replace the product for you as described below ('What we will do if any of the covered events occur').

1. Pre-Installation Defects Warranty

We warrant that our flooring products will not have any obvious dimensional or visual defects. You or your installer should carefully inspect the products before installation for such defects. This pre-installation defects warranty expires upon installation.

2. Defects Warranty for 15 years* or as long as you the original owner of the floor, we warrant to you that:

- (1) The Armstrong Flooring Luxury Vinyl Plank/Tile products, in their original manufactured condition, will be free from manufacturing defects;
- (2) The wear layer will not wear through under normal household use;
- (3) Armstrong Flooring adhesive will maintain its bond when properly installed with our vinyl flooring products;
- (4) Armstrong Flooring vinyl products, when properly installed according to our installation instructions over radiant-heated subfloors will not buckle as long as the finished flooring surface does not exceed 28°C.

WHAT SHOULD YOU DO IF YOU HAVE A PROBLEM?

We want you to be happy with your floor. If you are not, call your retail store first. They can answer your questions and, if necessary, start to process a claim. If you have further questions, please contact us at:

Armstrong Flooring Pty Ltd
29 – 39 Mills Road, Braeside 3195 VIC Australia
Telephone: 1800 632 624

PLEASE KEEP YOUR SALES RECEIPT.
INFORMATION REGARDING THE CLAIMED DEFECT AND DATE AND
PROOF OF PURCHASE MUST BE PROVIDED.

If you wish to make a claim, our customer representative will let you know what information we need to process your claim, including establishing whether any of the conditions or exclusions apply. This may involve us inspecting the premises where the goods have been installed and removing samples for technical analysis. You will bear any expenses involved in contacting us to claim on the warranty, and we will bear the expense of any inspection and of processing your claim.

WHAT WILL WE DO IF ANY OF THE COVERED EVENTS OCCUR?

If there are visible defects before the product is installed, any uncut pieces that appear to have defects should be returned to the original place of purchase; those pieces that do not meet our specifications will be replaced. This pre-installation defects warranty expires upon installation.

If any of the covered events occur within the warranty periods specified for the respective flooring product, we will at our cost recoat, refinish, fill or furnish comparable flooring (of our manufacture and of similar colour, pattern and quality), for either the repair of the defective area or the replacement of the floor, at our option, but not including installation costs.

In the unlikely event that we are unable to correct the problem after a reasonable number of attempts, we will refund the portion of the purchase price for the section of failed flooring.

If your floor was professionally installed, we will also pay reasonable labour costs for the direct repairs or replacement within the first five years of the warranty period, or the length of the warranty period, whichever is less. This does not include labour involved in removal or replacement of cabinets and other fixtures.

WHAT IS NOT COVERED BY THESE WARRANTIES?

Without limited or restricting the other rights and remedies that may be available to you under the Australian Consumer Law or any other law in relation to the flooring product, these warranties do not cover:

- Any other person (the warranties are not transferable).
- Damage caused by fire, flooding and other natural disasters and Acts of Nature.
- Damage caused by negligence, accidents, misuse or abuse.
- Damage caused by lack of proper maintenance or failure to follow all of our written maintenance instructions. Use of floor care products other than those specially formulated for use on Armstrong Flooring products may damage your floor and may void the warranty.
- Damage caused by vacuum cleaner beater bar or hard heads (see Product Care and Maintenance Guidelines).
- Damage caused by appliances, furniture and castors (see Product Care and Maintenance Guidelines).
- Damage caused by cutting from sharp objects (see Product Care and Maintenance Guidelines).
- Reduction in gloss, scratches or indentation due to sand, pebbles or other abrasives, spiked heel shoes, pets, insects, construction traffic, water, moisture, or failure to maintain the floor as required (see Product Care and Maintenance Guidelines).
- Minor colour, shade or texture variations between samples, printed colour photography or replacement flooring and the actual material.
- Minor colour variations between flooring and or samples and other flooring or wood products, which you wish to match (e.g. cabinets, stair railings, trim, etc.).
- Deficiencies related to subfloor/floor joist assemblies, subfloor preparation materials and fasteners including, but not limited to, uneven subfloor surfaces, floor deflection or voids in the subfloor.
- Changes in colour due to exposure to sunlight and age.
- Use of the floor covering in an outside / external location.
- Floors that are installed in other than owner-occupied or tenant-occupied residences.

- Commercial installations of residential products unsuitable for commercial traffic.
- Delivery, construction or installation-related damage including installations made: (i) in breach of applicable local housing or building codes or standards, or (ii) contrary to written instructions furnished with the project.
- Floors damaged or adhesive breakdown caused by subfloor moisture of water damage, including without limitation, due to broken or leading water pipes or gutters, flooding, water spills or weather conditions or acts of Nature.

FALSE OR EXAGGERATED CLAIMS

We may refuse to action a claim in relation to these Warranties, or reduce the benefits available to you in respect of the claim, if, in our reasonable opinion, you make any misrepresentation or commit any fraudulent dishonest act or omission in connection with the claim. Nothing in this paragraph limits our consumer guarantee obligations to you.

THESE WARRANTIES CANNOT BE VARIED

None of our installers, retailers, distributors or employees has the authority to alter the obligations, limitations, disclaimers or exclusions under any of these warranties.

PRIVACY

We may use and disclose your contract and related warranty information to our insurers, claims managers, repairers and suppliers (including to any person situated outside Australia) for the purpose of:

- Processing claims in relation to your Warranty
- Repairing or replacing the flooring product under your Warranty.

You consent to these parties contacting you, including sending email, mail or making contact by telephone, for the purposes set out above. You confirm you have the necessary authority to provide the information and to give these consents.

Years from Date of Original Purchase	What we will do
Prior to installation	Any uncut pieces that appear to have defects should be returned to the original place of purchase; those pieces that do not meet our specifications will be replaced.
Where appropriate adhesives used:	
One (1)	Armstrong Flooring will replace/repair at its discretion the defective product including reasonable labour charges for installation. If replaced, Armstrong Flooring will replace it with similar quality first grade material. This replaced material will be Warranted for a further Fifteen (15) years on the same terms as this Defects Warranty and subject to the same conditions (in each case, to the extent permissible by law at that time). If repaired, the material is Warranted for the time then remaining under this original Warranty.
Two (2)	Armstrong Flooring will replace/repair at its discretion the defective product and pay 50% of a reasonable labour charge for installation (including any GST payable to an installer who is registered for GST) on receipt of a tax invoice from the installer.
Three (3) – Fifteen (15) * ¹	Armstrong Flooring will replace/repair at its discretion defective material only (excluding cost of installation).
Otherwise: (where recommended adhesives and accessories not used)	
Three (3) – Ten (10)	Armstrong Flooring will replace/repair at its discretion defective material only (excluding cost of installation).
Where the purchaser is not a 'consumer' for the purposes of the Australian Consumer Law (which will depend upon a variety of factors including the price of the goods, the purchaser's purpose in acquiring the goods, and the categorisation of the goods), or where the products to which this Warranty applies are not goods 'of a kind ordinarily acquired for personal, domestic or household use or consumption', then to the extent permitted under the Australian Consumer Law, Armstrong will not be liable for any direct or indirect consequential loss in relation to any product defects. Nothing in this paragraph or the Warranty is intended to, or attempts to, exclude or limit the operation of the Australian Consumer Law in any respect.	
<p>*¹ Defects Warranty applies for 15 years where:</p> <ul style="list-style-type: none"> • Armstrong flooring is installed to Armstrong Installation Instructions for the particular goods using Armstrong recommended adhesives, and • this is confirmed by the Installer signing below and attaching evidence of use of recommended adhesives (Armstrong or equivalent quality). <p>If the Installer does not sign the Installer's Certificate or does not attach a copy of an invoice or other evidence of use of recommended installation products, this Warranty applies only for 10 years.</p> <p>For more information or to register your commercial warranty visit www.armstrongflooring.com.au/warranty</p>	

Installer's Certificate

I certify that the Armstrong Flooring products covered in this Warranty were installed:

- In accordance with Armstrong Flooring Installation Instructions for this product; and
- Using recommended adhesives, being Armstrong Flooring products or equivalent quality*² – copy of receipt attached;

By (Name): _____

At (Installation Address): _____

Date: _____ Signed: _____ Print Name: _____

Company/ Business Name: _____ ABN: _____

*² We recommend Armstrong Flooring adhesives and accessories because we are satisfied with their quality. If the Installer uses other products, you must demonstrate to us that the products used were of equivalent quality. If the Installer is not able to provide a receipt for the recommended adhesives and accessories, the following should be completed:

Were the adhesives and accessories Armstrong products? Please indicate (✓) Yes No

If not, what brand and name were they? _____
