

Imperial Hybrid Flooring™ 9mm SPC Hybrid Flooring Warranty Guidelines

Imperial Flooring Australia® Limited Warranty

Imperial Flooring Australia® warrants that Imperial Hybrid Flooring™ 9mm SPC Hybrid Flooring is manufactured to high quality standards and, when installed and maintained in accordance with our published installation instructions and Australian best practices, will be free from manufacturing defects under normal residential use.

This warranty applies only to the original purchaser and is non-transferable unless otherwise required by Australian Consumer Law.

Australian Consumer Law

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 they fail to be of acceptable quality and the failure does not amount to a major failure.

This warranty is provided in addition to your rights under the Australian Consumer Law.

Warranty Coverage

Subject to the exclusions and conditions set out below, this warranty covers:

- Manufacturing defects in the product.
- Structural failure of the SPC core due to manufacturing defects.
- Delamination of product layers caused by manufacturing faults.
- Failure of the click-lock system due to manufacturing defects.
- Waterproof integrity of the flooring planks when correctly installed.

This warranty is strictly limited to the replacement of defective product only, where a valid warranty claim is accepted. No labour or associated costs are covered.

Waterproof Performance

Imperial Hybrid Flooring™ 9mm features a waterproof SPC core designed to resist water penetration under normal use.

However, this warranty does not cover:

- Flooding or storm damage.
- Plumbing leaks or burst pipes.
- Hydrostatic pressure or rising damp.
- Moisture originating from the subfloor.
- Standing water left for extended periods.
- Water ingress beneath the flooring system.
- Damage to walls, cabinetry, skirting boards or other fixtures caused by moisture.

Installation Requirements

Warranty coverage is conditional upon:

- Installation in accordance with Imperial Flooring Australia® installation instructions.
- Installation over a clean, dry, structurally sound and level subfloor.

- Compliance with applicable Australian Standards and building regulations.
- Appropriate expansion gaps being maintained around all fixed objects and perimeters.
- Suitable moisture testing and rectification where required.
- Correct use of trims and transition profiles.
- Inspection of every plank before installation.

Failure to comply with these requirements may void this warranty.

Inspection Before Installation

Every board must be inspected prior to installation.

Do not install flooring that is visibly damaged or contains an apparent manufacturing defect. Installation of any board constitutes acceptance of its visual appearance. Claims relating to visible defects after installation may not be accepted.

Exclusions

This warranty does not cover damage arising from:

- Incorrect installation or poor workmanship.
- Inadequate subfloor preparation.
- Moisture-related issues from the slab or subfloor.
- Floods, leaks, storms or natural disasters.
- Abuse, misuse or neglect.
- Accidental impact damage.
- Dragging furniture or appliances.
- Heavy point loads or indentations.
- Unsuitable castor wheels or furniture.
- Pet damage or scratching.
- Grit, sand or abrasive materials.
- Burns, heat or chemical exposure.
- Harsh cleaning products or solvents.
- Normal wear and tear.
- UV exposure or natural colour changes.
- Cosmetic defects visible before installation.
- Product installed despite known defects.
- Colour variation between samples, display boards, photographs and supplied product.
- Variations between manufacturing batches.

Labour Costs Excluded

Imperial Flooring Australia® does **not** provide or reimburse labour costs under this warranty.

This warranty is strictly limited to the replacement of defective product only. Under no circumstances will Imperial Flooring Australia® pay for or reimburse:

- Installation or re-installation labour.
- Removal or disposal of existing flooring.
- Subfloor preparation or rectification.
- Freight, delivery or transportation charges.
- Furniture removal or replacement.
- Accommodation or relocation expenses.
- Temporary flooring costs.
- Loss of income or business interruption.

- Any indirect, incidental or consequential costs associated with a warranty claim.

Customers are solely responsible for all labour and related expenses associated with the installation, removal or replacement of flooring products.

Care and Maintenance

To maintain warranty coverage:

- Sweep or vacuum regularly.
- Remove spills promptly.
- Use entrance mats in high-traffic areas.
- Fit felt pads to furniture legs.
- Use only pH-neutral hard floor cleaning products.
- Do not use abrasive cleaners, waxes or steel wool.
- Avoid steam mops unless specifically approved by Imperial Flooring Australia®.

Commercial Installations

Commercial applications may be subject to separate warranty terms depending on the intended use and traffic conditions. Written confirmation should be obtained before installation in commercial environments.

Warranty Claims

To lodge a claim, customers must provide:

- Proof of purchase.
- Product details and batch information where available.
- Photographs of the alleged defect.
- Installation details.
- A description of the issue.

Imperial Flooring Australia® reserves the right to inspect the product or appoint an independent inspector before determining the outcome of any warranty claim.

Remedy

If a claim is accepted, Imperial Flooring Australia® may, at its discretion and to the extent permitted by law:

- Supply replacement product for the affected flooring; or
- Refund the purchase price of the affected product where appropriate.

No labour, installation, removal, freight or associated costs will be paid or reimbursed by Imperial Flooring Australia®.

Important Notes

- Floating hybrid flooring must not be restrained by fixed cabinetry, kitchen islands or other permanently fixed structures unless specifically approved.
- Flooring should be protected during construction and renovation works.
- Failure to follow installation or maintenance instructions may void this warranty.
- Nothing in this warranty excludes, restricts or modifies any rights or remedies available under the Australian Consumer Law that cannot lawfully be excluded.