

Imperial Engineered Oak™ Warranty Guidelines (Plank, Herringbone & Chevron)

Imperial Flooring Australia® Limited Warranty

Imperial Flooring Australia® warrants that Imperial Engineered Oak™ flooring products are manufactured to high quality standards and, when installed and maintained in accordance with our published installation instructions and accepted industry practices, will be free from structural manufacturing defects under normal residential use.

This warranty applies to Imperial Engineered Oak™ Plank, Herringbone and Chevron flooring products and is available only to the original purchaser unless otherwise required by the 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 in addition to your rights under the Australian Consumer Law.

Warranty Coverage

Subject to the terms and conditions of this warranty, Imperial Engineered Oak™ is covered against **structural manufacturing defects only**.

Coverage is limited to:

- Structural manufacturing defects affecting the engineered timber board.
- Delamination of the timber wear layer caused by a manufacturing fault.
- Failure of the multilayer construction resulting from a manufacturing defect.
- Failure of the tongue and groove or locking profile due to a manufacturing defect.

This warranty is strictly limited to the replacement of defective product only where a valid claim is accepted. Imperial Flooring Australia® does not provide or reimburse labour costs or associated expenses.

Natural Characteristics of Timber

Timber is a natural product and each board is unique.

The following are natural characteristics and are **not defects**:

- Variations in grain, texture and colour.
- Knots, mineral streaks and natural markings.
- Shade differences between boards or samples.
- Seasonal movement due to environmental conditions.
- Natural ageing and colour changes caused by exposure to light.
- Minor checking or surface variation consistent with the nature of timber.

Moisture and Environmental Conditions

Engineered timber flooring should be maintained within suitable indoor living conditions.

This warranty does not cover damage resulting from:

- Excessive moisture or humidity.
- Flooding, storms or water ingress.
- Plumbing leaks or burst pipes.
- Rising damp or hydrostatic pressure.
- Wet subfloors or inadequate moisture barriers.
- Excessive dryness causing shrinkage or gapping.
- Failure to maintain appropriate internal environmental conditions.

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.
- Appropriate expansion allowances where required.
- Moisture testing of concrete and timber subfloors prior to installation.
- Inspection of every board before installation.

For pattern flooring:

- **Imperial Engineered Oak™ Herringbone and Chevron must be installed using the direct glue-down method only. Floating installation is not covered.**

For plank flooring:

- Installation must follow the approved floating or direct stick method specified by Imperial Flooring Australia® for the product purchased.

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 with visible defects or damage. Installation of any board constitutes acceptance of its appearance and condition. Claims relating to visible defects after installation may not be accepted.

Exclusions

This warranty does not cover:

- General wear and tear.
- Surface scratches, dents or impact damage.
- Cosmetic issues that do not affect structural integrity.
- Damage caused by furniture, pets or high heels.
- Improper installation or workmanship.
- Improper subfloor preparation.
- Moisture-related damage from any source.
- Steam mopping or excessive water exposure.
- Burns, chemicals or misuse.
- Failure to follow maintenance recommendations.
- Product installed despite visible defects.
- Normal expansion, contraction or seasonal movement of timber.
- Gapping, cupping or crowning caused by environmental conditions outside recommended limits.
- Natural colour variation or ageing of timber.
- Variations between samples and supplied product.

Labour Costs Excluded

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

Under no circumstances will Imperial Flooring Australia® pay for or reimburse:

- Installation or re-installation labour.
- Removal or disposal of existing flooring.
- Subfloor repairs or preparation.
- Adhesives, underlays or ancillary materials.
- Freight, transport or delivery charges.
- Furniture removal or reinstatement.
- Accommodation or relocation expenses.
- Business interruption or loss of income.
- Any indirect, incidental or consequential costs.

Customers are solely responsible for all labour and associated expenses relating to installation, removal or replacement of flooring products.

Care and Maintenance

To maintain your Imperial Engineered Oak™ flooring:

- Sweep or vacuum regularly using a soft brush attachment.
- Wipe spills immediately.
- Use only pH-neutral timber floor cleaning products.
- Do not use steam mops or excessive water.
- Fit felt pads to furniture legs.
- Maintain suitable indoor humidity and temperature conditions.
- Lift heavy furniture rather than dragging it across the floor.

Warranty Claims

To lodge a warranty claim, customers must provide:

- Original 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 flooring or appoint an independent inspector before determining any claim.

Remedy

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

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

No labour, installation, removal, freight or associated costs are covered under this warranty.

Important Notes

- Imperial Engineered Oak™ Herringbone and Chevron products are designed for **direct glue-down installation only**.
- Flooring should be protected during construction and renovation works.
- Timber is a natural product and will exhibit variation in colour, grain and appearance.
- This warranty covers **structural manufacturing defects only** and does **not** cover cosmetic issues, natural timber characteristics or general wear and tear.
- Failure to follow Imperial Flooring Australia® installation and maintenance guidelines 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.