



Laminate Flooring Product Warranty

Topdeck International Pty Ltd warrants the original purchaser that our Prime Laminate flooring in the original manufactured state free from structural defects for 20 years in residential applications and 5 years for commercial uses. We warrant to the original purchaser that the wear layer will not peel or separate from the flooring plank in residential applications for 20 years and 5 for commercial uses if it is installed and maintained according to of installation and maintenance instructions.

The product must be stored in an completed building where it is protected from the environment (i e must have a sub-floor, roof, walls windows & doors in a completed operational state). The product is to be kept in the packaging just prior to installation. Laminate Flooring should only be installed in the final stages of completion of a construction project with all trades people having left the site. All work involving water or moisture should be completed prior to installation.

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

Acceptable Quality

Prime Laminate Flooring is fit for use in internal installations only and should not be used external environments. Furthermore, Prime Laminate Flooring must be installed as a floating floor. Prime Laminate Flooring should be installed in an area which 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 before, during and after installation. Prime Laminate Flooring must not be installed in wet areas including bathrooms, toilets, areas or rooms where a floor water drain is required or present.

Major Failure

Prime Laminate Flooring top coating used is not scratch or chip proof and reasonable care should be taken to avoid scratching and chips from occurring. Scratches, chips, gaps or small blemishes are not considered as major failure. They are considered part of purchasing a laminate floor. These definitions are not intended to diminish or reduce the statutory rights of any purchaser. Prime Laminate flooring warranty only covers the manufactured goods. Installation warranties should be obtained from the installation company or individual completing the installation.

Prior to installation

The owner/installer must inspect all material to ensure that there are no visible defects and that all any possible defect **please call the supplier immediately** for inspection and possible replacement prior to installation. All questions of product quality are to be addressed prior to installation. Topdeck International Pty Ltd makes no warranty or guarantee of the quality of the chosen installer's work or of a particular installation performed by them. It is the sole responsibility of the installer/owner to ensure that site conditions are acceptable for the installation of the flooring. Topdeck International Pty Ltd declines any responsibility or material failure resulting from or connected with site conditions or installation methods. This limited warranty is not transferable and is valid only to the original purchaser at the original installation site. The floor must be installed in indoor areas (excluding wet areas).

Exclusions of Warranty

Damage due to transportation, storage, handling, installation, incorrect maintenance, cleaning with steam mops or wet mopping or any other external causes are not warranted. This limited warranty does not cover indentations, scratches, damage caused by negligence, exposure to extreme heat, dryness or water saturation, buildings locked with lack of ventilation during extreme heat & humidity, accidents, abuse, misuse, stains, or other damage caused by animals, failure to follow all the Prime laminate installation guidelines and maintenance instructions, insufficient protection, improper or unauthorised alterations or repairs to the original manufactured product and or any damage caused by any footwear. It is recommended that you vacuum or sweep to remove dust and dirt prior to using a microfiber laminate floor cleaner to maintain the product. Prime Laminate flooring installed in wet areas including bathrooms, toilets, areas or rooms where a floor water drain is required or present, will not be covered by this warranty. Variations in grain, pattern, colour and/or texture are common and are not considered defects. Topdeck's warranty does not cover variations in colour or grain pattern variations between the samples and the installed floor. The limited warranty does not cover labour costs to repair or replace incorrectly installed, or installed damaged or visibly defective material. This limited warranty allows for a 5% allowance in manufacturing defects and grading and apply to the structural warranty and visible defects. With seasonal changes and variations in humidity & temperature the flooring will expand and contract within the manufacturers recommended tolerances of 8-10mm expansion gaps and is not a manufacturing defect and as such is not covered by this warranty. Should the relative air humidity go below 35% or above 65%, excessive shrinkage or expansion small cracks (checking), de-laminating may occur and is not warranted. Care should be taken to maintain even indoor humidity and temperature to avoid problems. Colour and appearance may be affected by exposure to sunlight & ultraviolet lighting.

Warranty Claims

If Topdeck International Pty Ltd Ltd accept a claim under this limited warranty, it will replace the affected material with the same product or another product of equal value. The sole remedy herein is the replacement of all defective product. This limited warranty covers the cost of materials only and does not include labour or any other related costs. Under no circumstances shall Topdeck International Pty Ltd be liable for any loss or damage arising from the purchase, use or inability to use this product or any special, indirect incidental or consequential damages. All claims must in writing (including photographic evidence) & sent within thirty 30 days after the defect has been detected and mailed to the place of purchase. Any party that commits to floor repair/maintenance without the consent of the Topdeck International Pty Ltd will be responsible for the cost of the repair or replacement. All settlements will be accompanied by a waiver signed by all parties.

support@topdeckflooring.com.au