

Karndean Designflooring Warranty

Effective: 1st June 2015

Product Ranges: Karndean Art Select; Da Vinci; Van Gogh; Opus; Michelangelo, Knight Tile LVT Floor coverings and LooseLay Floor coverings.

Definitions

“**Wear out**” is defined as the wear-down of the surface wear layer to the extent that no pattern is any longer apparent.

“**Lifetime**” is defined as 35 years. The warranty is fully transferable to the next owner as long as the floor is used as specified for the room type.

“**Commercial**” installation is defined as one in which business is conducted.

“**Residential**” installation is defined as a private domestic residence.

Scope

Used in Commercial premises, Karndean (hereinafter referred to as “the Company”) offers the following product warranties against product wear-out and manufacturing defects:-

Knight Tile 10-years commercial light duty
Van Gogh; Opus; Michelangelo 15-years commercial heavy duty
Art Select; Da Vinci 20-years commercial heavy duty
LooseLay 15-years commercial heavy duty

Used in Residential premises, the Company offers a lifetime product warranty against product wear-out and manufacturing defects.

Conditions - The warranty is conditional on the following having been met:

1. The product has been installed to the AS/NZS Standard 1884 Floor coverings - Resilient sheet & tile - Installation practices and the Company’s instructions, both current at the time of installation.
2. The subfloor meets the building standard under AS/NZS 1884 current at the time of installation and the appropriate adhesives were used that were recommended for the application.
3. The product used has been correctly specified for the use of room or rooms in which it was installed.

4. Maintenance is according to the Company's cleaning and maintenance instructions.

Exclusions - The following exclusions shall apply:

1. Defects caused by incorrect installation and/or incorrect subfloor preparation, including insufficient attention to subfloor dampness.
2. Any accidental damage such as fire, flood or lack of barrier matting at any external entrance and the like.
3. Any claim resulting from a manufacturing defect, which is not notified to the Company within six (6) months of installation.
4. Damage caused due to improper use or improper maintenance.
5. Damage caused by stains, excessive heat, cuts, scratches and/or other abuses that the floor may be subjected to during usage not determined as fair wear and tear.
6. Fading and discoloration.
7. Damage caused by indentation and abrasion: e.g. unprotected castor wheels, furniture legs, high and spiked heel footwear.
8. High temperature areas where the mandatory use of a high-temperature 2-part adhesive was not used as defined in the Company's "Dry-Back LVT" installation instructions.
9. Exceptional traffic and/or high temperature areas where the mandatory use of a pressure sensitive or high-temperature 2-part adhesive was not used as defined in the Company's "LooseLay" installation instructions.

Claims

1. All claims must be submitted to the retailer from which you bought the product. The retailer will liaise with the Company on your behalf. If the retailer is no longer in business then you should make your claim directly to the Company in writing, to the address at the foot of this document.
2. Claims must be made as soon as they become apparent.
3. The Company will require information on the claim, including a copy of the invoice, product detail, installation and subfloor information, samples removed from the installation, photographs and a report of the defect.
4. Once a claim is raised the Company will carry out an investigation and satisfying themselves that the problem is their responsibility, will replace any defective material at no charge with the same or similar product. If requested you must send these materials to the Company at your cost
5. The Company will also reimburse a proportionate cost towards labour, uplift and re-installation, providing costs are agreed between the parties before work commences.

This warranty is in addition to and does not affect your statutory rights. Our goods come with guarantees that cannot be excluded under the Australian Consumer Law/NZ Consumer Guarantees Act 1993. 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.

Labour compensation	Prorated	
Product	Wear Layer	
Art Select	0.7mm (30 mil)	
Da Vinci	0.7mm (30 mil)	
	Residential	Commercial
Warranty Period	Lifetime	20 years
Years 0-2	100%	100%
Years 2-5	75%	65%
Years 6-12	50%	40%
Years 12-15	35%	20%
Years 15-20	20%	10%
Years 20-35	10%	

Labour compensation	Prorated	
Product	Wear Layer	
Knight Tile	0.3mm (12 mil)	
	Residential	Commercial
Warranty Period	Lifetime	10 years
Years 0-2	100%	100%
Years 2-5	50%	30%
Years 6-12	20%	10%
Years 12-15	10%	
Years 15-20	5%	
Years 20-35	0%	

Labour compensation	Prorated	
Product	Wear Layer	
Van Gogh	0.55/0.5mm (20 mil)	
Opus	0.55/0.5mm (20 mil)	
Michelangelo	0.55/0.5mm (20 mil)	
	Residential	Commercial
Warranty Period	Lifetime	15 years
Years 0-2	100%	100%
Years 2-5	75%	50%
Years 6-12	50%	25%
Years 12-15	25%	10%
Years 15-20	15%	
Years 20-35	7%	

Labour compensation	Prorated	
Product	Wear Layer	
LooseLay	0.55/0.5mm (20 mil)	
	Residential	Commercial
Warranty Period	Lifetime	15 years
Years 0-2	100%	100%
Years 2-5	75%	50%
Years 6-12	50%	25%
Years 12-15	25%	10%
Years 15-20	15%	
Years 20-35	7%	

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