Residential Warranty

14mm engineered timber flooring products including EverGreen, Woodtop, WoodVeneer and other multi-ply engineered timber products distributed by Everfloor (hereby referred to as Engineered Timber) are covered by a 25 year lifetime structural warranty, effective from the date of purchase.

Installation of the Engineered Timber flooring must be installed as per the manufacturer's guidelines and inline with industry accepted professional installation procedures. Please refer to the Installation Guidelines (available on website) for further instructions.

Engineered Timber flooring is designed for internal use only in environmentally regulated areas and the product will not be covered by warranty provisions for use in unsuitable areas.

Warranty Coverage

Structural Warranty

Guarantees against structural failure of the product, whereby the product becomes unsuitable for continued use as safe or suitable floor covering. This includes a guarantee against delamination and cracking of the floorboard under ordinary residential usage, for the duration of the Warranty. This also includes warping and twisting of the board not due to inappropriate environmental conditions.

Due to variable Australian climatic conditions, planks may display a slight bow and twist when removed from cartons and this is not considered a structural defect unless the planks cannot be assembled by two experienced installers and even after a period of acclimatisation. Please note planks should not be unpacked overnight or left loose prior to installation.

Please note excessive exposure to moisture, lack of environmental regulation, wear and tear, direct extreme sunlight, high temperatures (fireplaces) or other non-ordinary usage may affect the floor's structural integrity and are not covered by warranty.

Surface Wear

Under ordinary household use and inline with our Care and Maintenance Guidelines, the surface wear layer (lacquer and veneer) will not completely wear through for the duration of the Warranty. Precisely this means the surface of the floor will not wear away greater than 4% per year on average and the floor will generally appear aesthetically pleasing and fit for purpose. However, this does not protect against scratches, chips, indentations, gaps, checking / surface splits and appearance changes in the wear layer due to wear and tear.

Warranty Exclusions

Damaged Prior to Installation

This Warranty does not cover any damage caused during delivery, unpacking, installing or otherwise altering the flooring. This Warranty does not cover planks with visible damage or issues that have been installed, as the installer has responsibility to visually inspect every floorboard prior to laying.

This includes failure to store Engineered timber flooring appropriately prior to purchase, such as storing in a non-liveable area, such as in open areas without shelter from elements, including sunlight, rainfall, hail etc.

Care and Maintenance Guidelines

This warranty does not cover damage caused to the flooring due to poor adherence or usage against our Maintenance Guidelines (available on website). This includes lifestyle, cleaning and specific activities to be avoided that may damage the floor.

Please note Engineered Timber Flooring is a living material that expands and contracts with moisture and temperature changes. Please keep water off the floor and the moisture consistent throughout the house in-accordance with the Maintenance Guidelines.

Installation Guidelines

This Warranty does not cover inappropriate installations which do not adhere to our Installation Guidelines (available on website). Examples of potential Warranty voiding mistakes include:

- Installing in outdoor, weather-exposed or direct UV light exposed areas without tinting, shades or an effort to protect against direct sunlight, particularly in summer months.
- Installing over an uneven, unstable or unsuitable subfloor.
- Installing without testing for substrate moisture and installing a suitable moisture barrier.
- Insufficient expansion gaps based on the selected installation approach. If floated, 10 - 12mm along all perimeters, and an extra 1mm per extra 1m of width over the standard raft size. Expansion gaps for direct-stick installations vary site-to-site, and if required, a flexible caulking compound to a maximum of 3 - 5mm is suitable.
- Exposure to heat and unusual environmental changes e.g. fireplaces or enclosed heating units may result in plank moisture loss, resulting in gapping - this is not covered by warranty.

All planks must be inspected prior to installation and any claims for defects must be made prior to installation of the plank. Planks that may demonstrate imperfections outside natural grading specifications would be deemed acceptable and suitable for installation. An additional 7 - 10% wastage is necessary which assists plank selection and colour mixing.

Colour and Surface

Timber is a natural product and may display characteristics such as batch colour variation, below coating face checking, darker blemishes, knots, surface filling and indentations are normal and will not be considered a major failure. This includes slight coating variations for gloss levels and sheen viewed in an indirect light environment.

- An allowance of 7 - 10% wastage should be added to your installation requirements to cover off-cutting, plank selection & colour blending.
- The customer holds the responsibility of ensuring undesirable planks are not installed by inspecting them first. The customer may apply to switch a plank prior to installation if there are visual issues outside the acceptable range as agreed with Everfloor.

Seasonal Changes

Seasonal changes in temperature and moisture may result in intermittent squeaking or creaking sounds between the joints. This is due to relative atmospheric humidity changes and is common in timber products. Inmore humid environments, timber may expand In drier environments, slight peaking may occur and in drier environments, slight gapping may occur, consistently over many planks along with incidental movement of planks would be considered normal as part of the building environment.Timber expands and contracts based on humidity and temperature, and they will return to their equilibrium state once moisture returns to normal levels.

Some minor height-variance at board edges may exist and is considered ordinary if less than or equal to 0.2mm for micro-beveled products and 0.5mm for square-edged products, at time of installation. If further height variances at board-edges emerge after installation, environmental factors should be assessed alongside the floorboards to determine the reason and rectification.

Coverage Duration

This Warranty lasts 25 years from the original date of purchase or the lifetime of the floor, the shorter of the two options.

Who is Covered

This limited structural Warranty covers only the original purchaser of the product from an approved Everfloor retailer or partner. If the purchaser is a builder or a developer, to the owner of the residential home 12 months after purchase of the floor and is not transferable.

Making a Warranty Claim

Warranty claims are to be submitted to your retailer and/or installer. Claims must be made directly by the client or owner(s). Evidence of the transaction(s) must be provided between the relevant licensed retailer and the product owner making the Warranty claim. This can include:

- Invoice Form(s).
- Evidence of payment (Receipt(s) or Remittance(s)).

What the Warranty Claim Provides

This limited structural Warranty provides a partial or full replacement of the Engineered Timber Floor with flooring products of equal value or lower upon request and approval by Everfloor. The replacement will be at the following percentage value (based on a comparable quality product):

Year in which the claim is made after date of purchase	Percentage
Years 1 - 5	100%
Years 6 - 10	70%
Years 11 - 15	40%

Years 16 - 20	10%
After 20 years	5%

If the same product is no longer available, Everfloor will supply an alternative product of comparable quality. If additional materials are required, the client will be responsible to purchase the balance from the retailer.

What The Warranty Does Not Provide

This Warranty excludes components separate from the Engineered Timber Flooring itself, such as skirting boards, channels or other accessories. This Warranty generally does not cover shipping and delivery expenses outside of the greater Sydney area and generally does not provide for labour charges with rectification. In some cases, reasonable costs or reimbursements will be considered at the discretion of Everfloor's authorised representative

No Other Warranty Applies

This Warranty is the sole Warranty relating to the Engineered Timber Flooring. No employee, retailer, contractor, builder, agent, dealer, or other person/entity is authorised to alter this Warranty or make any other Warranty on behalf of Everfloor.

Everfloor holds the right to alter this Warranty at any time. However, we will not change the Warranty terms and conditions for existing customers which have purchased WoodVeneer prior to the change enactment dates.

Australian Consumer Law

Our products are provided with limited performance warranties that cannot be excluded under Australian Consumer Law. Entitlements include a replacement or a refund for what is termed as a major failure and for agreed reasonably assessed associated costs. Entitlements also allow for the goods to be replaced if the product fails to meet an agreed acceptable quality and that quality does not constitute a major failure.

Commercial Warranty

Due to the broad applications when installed in commercial environments, warranties are generally guided with a 5 Year Limited Warranty. The specific warranty for commercial applications will be on a case-by-case basis.

As per general guidelines, the commercial warranty does not apply to:

- Outdoor or exposed internal areas
- Industrial Areas
- Heavy Commercial Areas
- Any areas with vehicles, cars, trolleys or traffic other than foot traffic
- Any areas exposed to significant water or moisture e.g. commercial kitchens

For specific enquiries about commercial warranties, please write to contact@everfloor.com.au