



WARRANTY

PLEASE READ OVER THE ENTIRE INSTRUCTIONS BEFORE PROCEEDING WITH ACTUAL INSTALLATION. IF YOU DO NOT ACCEPT THE TERMS AND CONDITIONS OF THIS WARRANTY, PLEASE DO NOT INSTALL " LUXURY HYBRID" FLOORING.

Luxury Hybrid warranties are extended to the original purchaser of the products and are non-transferable. The warranty is solely for the domestic and light commercial indoor use. Installation instructions must be followed closely when installing your floor and care & maintenance guidelines should be followed at all times after your flooring is installed.

Pre-Installation Satisfaction Guarantee

We have adopted the highest possible manufacturing standards for its premium floors well within the limitations of the natural materials, and, based on the accepted standards in the industry defect tolerances and variances of maximum 5% allowed. These allowances cover either natural defect within the raw materials themselves, and/or defects that may take place in working specifically with natural materials.

Sub-floor Surfaces must be flat (3/16" in 10' or 1/8" in 6' radius), clean, dry and free of dirt, wax, oil, paint, curing agents and other contaminants that would interfere with adhesive bond. Old resilient floors can be installed over provided above conditions apply. Wood sub-floors must be sanded level prior to new installation. Concrete sub-floors must have all cracks and holes filled with latex based Portland patching material.

Within 30 days of purchase, PRIOR TO INSTALLATION, the Installer/Owner should perform a detailed product quality inspection. The User/Installer/Homeowner has the final responsibility pertaining to the inspection and acceptance of quality, grade, workmanship, surface-finish, colour, and visual aspects of Luxury Hybrid floorings prior to installation. The responsibility is also applicable during his/her/their absence from the location of the installation(s). The installer must also utilize the product selectively and methodically. Floor material must be carefully checked and judged prior to installation; never install any damaged or visually defective boards. If for any

reason the flooring is not acceptable at the time of final inspection, please DO NOT install the flooring and contact the seller or Bass Timber immediately and we will exchange the material until you are 100% satisfied or refund the money for the flooring products purchased. Once any floorboards are installed, they are deemed as accepted by the User/Installer/Homeowner.

25 Years Structural Warranty for Residential use and 10 years for Commercial

Bass Timber Pty Ltd warrants that its Luxury Hybrid flooring products at the time of their original manufactured condition will be free from manufacturing defects for 25 years you own the floor Residential use and 10 years for Commercial purpose. Manufacture defects would include defects in assembly, dimension, grading, lamination, and milling. Furthermore, Bass Timber Pty Ltd warrants its Luxury Hybrid flooring products, when properly installed in accordance to our installation instructions, the flooring will not warp, twist or cup, nor delaminate, for the 25 years (10 years for commercial) you own the floor even when subjected to varying humidity, provided that the flooring is not subjected to excessive, extended contact with moisture or water; and provided that all installation instructions and precautions are adhered to. It should be carefully noted however that Luxury Hybrid is a natural man-Made material which has its limitations. It is the responsibility of the end-user to provide stable temperatures between 0°C–70°C using a humidifier/dehumidifier (depending on the climatic condition) to get the expected performance of the product. Any deformation and gaps on the flooring caused by the failure to provide the proper measures and the correct ambience is not covered by this Warranty.

SPECIAL NOTE:

Temperature variations -excessive heat (70 °C) - may cause expansion or contraction of the product and therefore, not covered under this warranty.

Limited 15 Years Residential Wear Warranty

Bass Timber Pty Ltd will warrant under normal residential conditions and uses, and providing that our maintenance guidelines are strictly followed, that our factory finish will not wear through, peel off, or permanently stain from common household stains for 15 years on all Luxury Hybrid flooring products from the date of purchase. In the unlikely event that our finish wears through or peels off on the Luxury Hybrid flooring, Bass Timber Pty Ltd will, at our option, either: (1) replace the affected plank(s); (2) refund the purchase price prorated over the remaining years of this limited warranty, for the affected area ONLY. NOTE: Finish wear through is defined as 100% finish removal over at least 3% of the area of the total floor installation. Gloss reduction and scratches in the finish are not considered surface wear and are not covered under this Warranty.

Limited 5-Year Light Commercial Wear Warranty

Bass Timber Pty Ltd warrants to the original purchaser that all “Luxury Hybrid” brand flooring, when used under light commercial traffic conditions, follow our maintenance procedures and care instructions, its surface finish will not wear through for 5 years from the original date of installation.

Finish wear through is defined as 100% finish removal over at least 3% of the area of the total floor installation, which does not include gloss reduction or surface scratches. Mould growth and related issues should be handled by professional and it's not covered under this warranty.

Waterproof Warranty

Luxury hybrid is 100% waterproof and resistance to damage from normal household spills and mopping for relevant period. Product structural damage from excessive exposure to water caused by flooding, appliance leaking, household mechanical failures or growth of mould and mildew caused by excessive moisture in the environment are not covered.

HOW TO MAKE A CLAIM

Any claim made under either of these limited warranties must be made by contacting us within 30 days after the basis of the claim is detected. In addition, any claim under either of these limited warranties must be made before the end of applicable limited warranty period. Proof of purchase including the date of purchase, must be presented to make a claim.