LUXO FLOORS

Hybrid Flooring Limited Warranty

8H Hybrid | Hybrid Plus | CloudStep

Built for living. Backed when something isn't right.

LUXO Floors
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1. Warranty at a glance

This limited warranty applies to LUXO Floors hybrid flooring supplied for indoor use in Australia, subject to the conditions, installation requirements, care requirements and exclusions in this document.

2. Who this warranty applies to

This voluntary limited warranty is provided by LUXO Floors to the original purchaser of the flooring. Proof of purchase is required. Unless LUXO Floors confirms otherwise in writing, the voluntary warranty is not transferable.

The warranty starts on the date the flooring is supplied to the original purchaser and applies to the relevant LUXO Floors collection and warranty period represented at the time of purchase.

3. What we cover

Subject to this document, the voluntary warranty covers manufacturing defects that cause:

- delamination or separation of the plank layers;
- splitting, warping or abnormal geometry change attributable to manufacture;
- a manufacturing defect in the locking system that prevents normal assembly or service;
- structural failure of the plank attributable to manufacture; or
- wear-through of the decorative surface under normal use where the applicable product warranty provides wear coverage.

A change in appearance, gloss, texture or surface scratching is not the same as wear-through. Normal visual variation between planks, batches, samples, screens and installed flooring is not a manufacturing defect.

4. Inspect before installation

STOP BEFORE THE FIRST PLANK GOES DOWN

Check the product, colour, quantity, visible condition and locking edges before installation. If anything appears incorrect, damaged or visibly defective, do not install the affected flooring. Contact LUXO Floors first.

Installation is acceptance of visible characteristics that a reasonable pre-installation inspection should have identified. This does not remove any rights that cannot lawfully be excluded under the Australian Consumer Law.

5. Floating floor requirement

THE FLOOR MUST BE FREE TO MOVE

LUXO Floors hybrid flooring is a floating click floor. Unless a product-specific LUXO Floors installation document expressly says otherwise, it must not be permanently bonded, pinned or fixed to the subfloor or surrounding structure.

The following installation methods are not permitted unless expressly authorised in the applicable LUXO Floors installation guide:

- gluing or adhering the flooring directly to the subfloor;
- nailing, screwing or otherwise mechanically fixing planks to the subfloor;
- fixing skirting, scotia, trims or other items through the flooring;
- installing fixed cabinetry, kitchen islands, partitions or other permanent heavy structures in a way that traps or pins the floating floor; or
- any other method that prevents the flooring from expanding and contracting freely.

6. Silicone, caulking and expansion gaps

DO NOT FILL REQUIRED EXPANSION GAPS WITH SILICONE OR CAULKING

Required expansion gaps are movement provisions, not gaps to be filled. Silicone, caulk, adhesive or similar compounds must not be used to fill or bridge required expansion gaps unless the applicable LUXO Floors installation guide expressly permits a specific detail.

Where silicone, caulking, adhesive or another fixing method restricts the floor's required movement, voluntary warranty coverage will not apply to failure caused or contributed to by that installation method, including gapping, buckling, lifting, joint separation or locking-system damage.

Expansion gaps should instead be concealed using appropriate skirting, scotia or transition profiles without pinning the flooring.

7. Expansion and transition requirements

The installer must follow the current LUXO Floors installation guide for the relevant collection, including all required perimeter expansion space, maximum raft/run dimensions, room-to-room transitions and intermediate expansion trims. Product-specific requirements take priority over general statements in this warranty.

8. Subfloor and site requirements

Before installation, the installer is responsible for confirming that the site and subfloor are suitable. This includes:

- subfloor flatness and preparation;
- subfloor moisture testing and any required moisture barrier;
- cleanliness, stability and structural suitability of the substrate;
- temperature and environmental conditions;
- required expansion clearances and transition locations; and
- compatibility with any underfloor heating/cooling system where applicable.

Keep site records, including photographs and relevant moisture/flatness test results. LUXO Floors may reasonably request these records when assessing a claim.

9. Water resistance is not waterproofing

Where a LUXO Floors product is described as waterproof or water-resistant, that description relates to the flooring product under its stated conditions of use. The flooring is not a waterproof membrane and does not waterproof the building or subfloor.

The voluntary warranty does not cover damage caused by:

- flooding, plumbing leaks or building water ingress;
- excessive or prolonged standing water;
- moisture entering from the slab, substrate, walls or building envelope;
- failure of a required waterproof membrane; or
- installation in an area not approved for the relevant product.

10. Heat, sunlight and environment

Hybrid flooring must be used indoors and within the environmental limits stated in the applicable LUXO Floors installation guide. Damage caused by abnormal heat, concentrated direct sunlight, open fires, heating appliances, external UV exposure, saunas, outdoor use or environmental conditions outside the product specification is not covered by the voluntary warranty.

11. Care and maintenance

The floor must be maintained in accordance with the current LUXO Floors Care & Cleaning Guide for the relevant collection. Use appropriate cleaning methods and protect the floor from avoidable scratching, impact and abrasion.

- Do not use steam mops unless the relevant LUXO Floors product guide expressly permits them.
- Use protective furniture pads and suitable chair protection.
- Remove grit and abrasive debris regularly.
- Clean spills promptly and use only suitable cleaning products.

12. What is not covered

The voluntary warranty does not cover loss, damage or failure caused by or resulting from:

- incorrect, incomplete or non-compliant installation;
- failure to provide required expansion gaps, trims or movement joints;
- silicone, caulking, adhesive, glue, nails, screws or other methods that restrict required floating-floor movement;
- a floor being trapped or pinned by fixed cabinetry, islands, walls, partitions or other permanent structures;
- an unsuitable, uneven, unstable, contaminated or inadequately prepared subfloor;
- excessive subfloor moisture, flooding, leaks or building moisture;
- normal wear and tear that is not covered wear-through;
- scratches, scuffs, dents, gouges, chips, impact damage, pet damage or damage from furniture, castors, appliances or sharp objects;
- improper cleaning, steam cleaning where prohibited, harsh chemicals or abrasive products;

- abnormal heat, direct heat sources, excessive sunlight, external UV or outdoor use;
- improper transport, storage or handling after delivery;
- installation of planks with visible defects that reasonably should have been identified before installation;
- colour, grain, pattern, gloss or texture variation that is within normal manufacturing/design tolerance;
- minor noise, movement or deflection arising from site/subfloor conditions rather than a product defect;
- alteration, modification or repair not authorised by LUXO Floors where that work causes or contributes to the failure; or
- events outside the reasonable control of the product, including building movement, structural failure, fire, flood or other external causes.

13. Installation by an independent installer

Where installation is performed by an independent installer, builder, contractor or customer, that person is responsible for the installation work. A recommendation, introduction or quote review by LUXO Floors does not make the installer an employee or agent of LUXO Floors unless LUXO Floors expressly agrees otherwise in writing.

A product warranty claim and an installation workmanship issue are different. LUXO Floors will assess whether the reported problem is attributable to the flooring product, installation, site conditions or another cause. Nothing in this section limits rights that apply under the Australian Consumer Law.

14. How to make a claim

Contact LUXO Floors as soon as reasonably practicable after discovering the issue. Please provide:

- your name and contact details;
- invoice/order number and proof of purchase;
- installation address and installation date;
- product collection and colour;
- installer details, if applicable;
- clear photographs and/or video of the affected area and surrounding floor;
- a description of when the issue started and how it has changed; and
- site, subfloor, moisture or installation records reasonably requested to assess the claim.

BEFORE REMOVING THE FLOOR

Unless urgent work is required to prevent further property damage or address a safety issue, give LUXO Floors a reasonable opportunity to inspect or assess the flooring before it is removed, altered or repaired.

15. How we assess a claim

LUXO Floors may assess the information supplied, request additional evidence, inspect the installation, obtain an installer or technical report, or refer the product to the manufacturer or another suitably qualified person. LUXO Floors may also request access to a reasonable area of the installation to identify the cause of the reported problem.

16. If the voluntary warranty claim is accepted

If LUXO Floors accepts a claim under this voluntary warranty, LUXO Floors will provide the remedy stated for the applicable warranty or another remedy agreed with the customer. Depending on the nature and extent of the defect, this may include repair, replacement of affected product, supply of equivalent product where the original is unavailable, or another appropriate remedy.

Any remedy under this voluntary warranty is additional to rights and remedies available under the Australian Consumer Law. Nothing in this document is intended to exclude, restrict or modify rights that cannot lawfully be excluded, restricted or modified.

17. Claim expenses

Contact LUXO Floors before incurring inspection, removal, transport, installation or other claim-related costs. Whether costs are reimbursed will depend on the circumstances, the applicable voluntary warranty and any rights or remedies available under the Australian Consumer Law. Do not assume third-party costs are authorised unless LUXO Floors confirms this in writing.

18. Australian Consumer Law

This voluntary warranty is in addition to, and does not replace, the consumer guarantees and other rights and remedies available under 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 the goods fail to be of acceptable quality and the failure does not amount to a major failure.

19. Contact LUXO Floors

Business	LUXO Floors
Email	info@luxofloors.com.au
Phone	1300 356 698

Standby Promise™ by LUXO Floors

We don't disappear after delivery - we stand by your floor until it's done right.