

HYBRID FLOORING

25 YEAR

LIMITED WARRANTY

8H Hybrid | Hybrid Plus | CloudStep

Original purchaser only • Non-transferable



Built for living. **Support that continues after delivery.**

LUXO Floors
62 Annie Street, Coopers Plains QLD 4108
1300 356 698
info@luxofloors.com.au

WARRANTY PERIOD

8H Hybrid

25 years

Hybrid Plus

25 years

CloudStep

25 years

- Original purchaser only
- Non-transferable
- Product warranty covering flooring goods

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**FOR WARRANTY ENQUIRIES
OR CLAIMS:**

LUXO Floors
62 Annie Street
Coopers Plains QLD 4108

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Warranty at a glance

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

The voluntary warranty period is 25 years for:

- 8H Hybrid;
- Hybrid Plus; and
- CloudStep.

This is a voluntary product warranty covering flooring goods only. It does not provide a voluntary warranty for installation services.

This warranty is provided in addition to rights and remedies available under the Australian Consumer Law. Nothing in this warranty excludes, restricts or modifies any right or remedy that cannot lawfully be excluded, restricted or modified.

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.

The voluntary warranty is not transferable.

The warranty starts on the date the flooring is supplied to the original purchaser and continues for 25 years, subject to the terms of this document.

Warranty period

8H Hybrid	— 25 years
Hybrid Plus	— 25 years
CloudStep	— 25 years

Where LUXO Floors separately supplies installation services, any rights that may apply to those services, including rights under the Australian Consumer Law, are not affected by this product warranty.

Consumer rights under the Australian Consumer Law exist independently of this voluntary warranty.

What we cover

Subject to this document, the voluntary warranty covers manufacturing defects in the flooring goods 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.

A change in appearance, gloss, texture or surface scratching is not the same as wear-through.

Normal visual variation between planks, production batches, samples, photographs, screens and installed flooring is not a manufacturing defect.

Product coverage and associated labour

This is a voluntary product warranty for the flooring goods.

Acceptance of a claim under this voluntary warranty does not, by itself, mean that every associated inspection, removal, transport, disposal, installation, reinstallation or third-party labour cost is automatically covered.

Where LUXO Floors approves a remedy under this voluntary warranty, LUXO Floors will advise what product, work and associated costs form part of the approved remedy.

Nothing in this section limits any right or remedy available to the consumer under the Australian Consumer Law, including any entitlement to a free remedy or compensation for reasonably foreseeable loss or damage where applicable.

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.

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.

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.

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Expansion and transition requirements

The installer must follow the applicable LUXO Floors installation guide for the relevant collection, including all required:

- perimeter expansion space;
- maximum raft or continuous-run dimensions;
- room-to-room transitions; and
- intermediate expansion or transition profiles.

Product-specific installation requirements take priority over general statements in this warranty.

Failure caused or contributed to by inadequate expansion provision or failure to use required transitions is not covered by this voluntary warranty.

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Subfloor and site requirements

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

This includes:

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

Installation records should be retained, including photographs and relevant moisture and flatness test results.

LUXO Floors may reasonably request these records when assessing a claim.

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Water resistance is not building 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 or resulting from:

- flooding;
- plumbing leaks;
- 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.

Heat, sunlight and environment

Hybrid flooring must be used indoors and within the environmental limits stated in the applicable LUXO Floors installation guide.

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

- abnormal or excessive heat;
- concentrated direct sunlight;
- open fires;
- heating appliances;
- external UV exposure;
- saunas;
- outdoor use; or
- environmental conditions outside the applicable product specification.

Care and maintenance

The flooring must be maintained in accordance with the applicable LUXO Floors Care & Cleaning Guide.

Use appropriate cleaning methods and take reasonable steps to protect the floor from avoidable scratching, impact and abrasion.

- Do not use steam mops unless expressly permitted for the relevant product.
- Use protective furniture pads and suitable chair protection.
- Remove grit and abrasive debris regularly.
- Clean spills promptly.
- Use suitable cleaning products.
- Follow any additional product-specific care instructions supplied by LUXO Floors.

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;
- the floor being trapped or pinned by fixed cabinetry, kitchen islands, walls, partitions or other permanent structures;
- an unsuitable, uneven, unstable, contaminated or inadequately prepared subfloor;
- excessive subfloor moisture, flooding, plumbing leaks or building moisture;
- normal wear and tear that is not wear-through covered by this warranty;
- scratches, scuffs, dents, gouges, chips or impact damage;
- pet damage;
- 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 exposure 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 within normal manufacturing or design tolerance;
- minor noise, movement or deflection arising from site or subfloor conditions rather than a manufacturing 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 flooring product, including building movement, structural failure, fire, flood or other external causes.

Where an excluded circumstance causes or contributes to a failure, voluntary warranty coverage may be declined to the extent that the failure was caused or contributed to by that circumstance.

Nothing in this section excludes rights or remedies that apply under the Australian Consumer Law.

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 they perform.

A recommendation or introduction by LUXO Floors does not, by itself, make an independent installer an employee or agent of LUXO Floors.

A product manufacturing defect and an installation workmanship issue are different.

When assessing a reported issue, LUXO Floors may consider whether the issue is attributable to:

- the flooring product;
- installation workmanship;
- site or subfloor conditions;
- maintenance;
- an external cause; or
- a combination of factors.

Responsibility for any remedy will depend on the circumstances, contractual arrangements and applicable law.

Nothing in this section excludes, restricts or modifies rights under the Australian Consumer Law.

How to make a claim

Contact LUXO Floors as soon as reasonably practicable after discovering an issue.

CONTACT

LUXO Floors

62 Annie Street, Coopers Plains
QLD 4108

info@luxofloors.com.au

1300 356 698

Please provide:

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

BEFORE REMOVING THE FLOOR

Unless urgent work is reasonably 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.

How we assess a claim

LUXO Floors may:

- assess the information supplied;
- request additional evidence;
- inspect the installation;
- obtain an installer or technical report;
- refer the product to the manufacturer or another suitably qualified person; and
- request reasonable access to the affected area and surrounding installation to identify the cause and extent of the reported problem.

Assessment may consider whether the reported issue is attributable to manufacture, installation, site or subfloor conditions, maintenance, external causes or a combination of factors.

Assessment of a voluntary warranty claim does not limit any rights available under the Australian Consumer Law.

If a voluntary warranty claim is accepted

If LUXO Floors accepts a claim under this voluntary warranty, the appropriate remedy will depend on the nature, cause and extent of the manufacturing defect, the affected area, product availability and the circumstances of the installation.

Depending on those circumstances, the voluntary warranty remedy may include:

- repair of the affected flooring;
- replacement of affected flooring;
- replacement to an appropriate installation boundary or natural break;
- supply of a comparable current product where the original product is no longer reasonably available; or
- another appropriate remedy agreed between LUXO Floors and the customer.

Where replacement of affected flooring reasonably requires additional flooring to be removed or reinstated in order to complete the approved rectification correctly, the proposed rectification scope will be determined having regard to the installation, product availability and applicable consumer rights.

Any remedy under this voluntary warranty is additional to rights and remedies available under the Australian Consumer Law.

Nothing in this section limits any remedy to which a consumer is entitled under the Australian Consumer Law.

Discontinued products and replacement matching

Flooring ranges, colours, designs, dimensions, locking systems and production batches may change or be discontinued over time.

LUXO Floors does not guarantee under this voluntary warranty that the original product, colour, pattern, grain, gloss, texture, dimensions, locking profile or production batch will remain commercially available for the entire 25-year warranty period.

Where replacement flooring is required and the original product is no longer reasonably available, LUXO Floors may, where appropriate and subject to the Australian Consumer Law, propose a current product of comparable type, quality and value.

Replacement flooring may differ visually from existing installed flooring because of:

- product changes or discontinuation;
- normal manufacturing variation;
- production-batch variation;
- ageing;
- exposure to sunlight;
- wear; or
- differences between new and previously installed flooring.

Where only part of an installation requires rectification, LUXO Floors will determine the proposed rectification scope having regard to:

- the nature and extent of the issue;
- the layout of the installation;
- product availability;
- installation requirements; and
- applicable rights under the Australian Consumer Law.

Where technically appropriate, replacement flooring may terminate at a suitable natural break or transition point and may require an appropriate transition profile.

Additional areas requested for visual consistency

If a customer requests replacement of additional unaffected flooring in order to:

- achieve a more consistent appearance;
- avoid a colour or design variation;
- avoid an otherwise appropriate transition profile; or
- extend the replacement flooring through additional areas,

LUXO Floors may offer to carry out the additional work at an agreed cost.

Where appropriate, LUXO Floors may offer to apply the value or scope of the accepted voluntary warranty rectification towards a broader replacement project requested by the customer.

Nothing in this section limits any remedy to which the customer is entitled under the Australian Consumer Law.

Spare flooring for future repairs

LUXO Floors recommends retaining suitable leftover flooring following installation for possible future repairs.

Spare flooring should be stored:

- flat;
- dry;
- indoors;
- protected from moisture;
- protected from direct sunlight; and
- protected from physical damage.

Retaining spare flooring may improve the ability to carry out a future localised repair using flooring from the original supply.

However, retained flooring does not guarantee an exact visual match because installed flooring and stored flooring may change differently over time.

LUXO Floors does not guarantee under this voluntary warranty that additional stock of a particular product, colour or production batch will remain commercially available indefinitely.

Labour, removal and claim-related expenses

This voluntary warranty covers flooring goods as set out in this document.

Acceptance of a voluntary warranty claim does not automatically authorise or require reimbursement of every inspection, removal, transport, disposal, installation, reinstallation or third-party labour expense.

Depending on the circumstances and approved remedy, LUXO Floors may arrange, perform, contribute to or approve reasonable rectification work or associated costs.

This may include, where applicable:

- inspection;
- removal of affected flooring;
- replacement flooring;
- installation or reinstallation associated with the approved rectification;
- necessary trims or accessories;
- transport; and
- disposal.

The scope of any work or costs approved under the voluntary warranty should be confirmed by LUXO Floors before third-party work is undertaken.

Do not assume that third-party costs are authorised merely because a claim has been lodged or accepted.

This requirement does not apply where urgent work is reasonably necessary to prevent further property damage or address a safety issue.

Nothing in this section limits any right or remedy available under the Australian Consumer Law, including any entitlement to a free remedy or compensation for reasonably foreseeable loss or damage where applicable.

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.

Contact LUXO Floors

For warranty enquiries or claims:

LUXO Floors

62 Annie Street
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Email: info@luxofloors.com.au

Phone: 1300 356 698

When contacting us about a warranty claim, please have your invoice or order details available where possible.



Standby Promise™ by LUXO Floors

Support that continues after delivery.