

Warranty Terms

This warranty is conditional on:

- Installation – Is installed in strict accordance with current written installation instructions.
- Wet Areas – Is not suitable for installation in bathrooms, saunas, laundries, or any other area in which high levels of steam and moisture are present.
- Maintenance – Care guidelines must be adhered to.

25 Year Structural Warranty

The manufacturer warrants its product from de-lamination, warping, twisting, or any other forms of structural deformation at the time of supply. Installation instructions must be adhered to so that this warranty applies.

Exposure to excessive moisture caused in any way whatsoever — such as flooding, spills, leaks, excessive wet mopping, steam mops, sub-floor moisture, or heating — may cause distortion within the board and will not be covered by this warranty.

Care should be taken to maintain even indoor humidity and temperature with good ventilation. Excessive heat, dryness, or exposure to direct sunlight will cause damage to the goods and is considered negligence, and is not covered by this warranty.

All furniture requires felt to be adhered to the underneath to protect the surface of your floor. From time to time, this will need to be maintained and checked for wear.

A written notice must be received by the supplier within 30 days of discovery of any defect, along with:

- Proof of purchase (date)
- The identity of wholesaler or retailer
- The location of installation

The supplier will acknowledge receipt of written notice within **30 days**, and must be given the opportunity to inspect the floor prior to any repair or replacement taking place.

Warranty Exclusions

Smarter Timber Flooring, for the purpose of this warranty, will be referred to as '**the supplier**'.

Breach of Warranty Conditions – Any breach of warranty conditions will void the warranty.

Colour Variation – Timber is a natural product and colour variation will occur between samples and what the supplier has delivered and installed. Other variations such as knots, gauges, grain variation, and gum veins, which are normally present in timber, are not considered defects and will not form the basis of any claim under warranty. Timber may also experience some surface checking — this too is part of all natural products and not covered by warranty.

Extreme Conditions – As timber is a natural product, the humidity level in the home must be in the 40% – 65% range throughout the year, using dehumidifiers or humidifiers as appropriate.

Misuse – The warranty does not extend to damage caused by moisture penetration through the subfloor, flooding, leaking, plumbing, overflowing, hydrostatic pressure, or any other water damage.

Alterations – Where floor or sub-flooring has been altered, repaired, resurfaced, or replaced, no warranty will apply except to the extent implied by law.

Insect Infestation – The supplier warrants that it sells timber flooring free of insect infestation. This warranty does not cover any insect infestation occurring after the product has been sold.