

Imperial Laminate Flooring™ Warranty Guidelines

Imperial Flooring Australia® Limited Warranty

Imperial Flooring Australia® warrants that Imperial Laminate Flooring™ is manufactured to high quality standards and, when installed and maintained in accordance with our published installation instructions and accepted industry practices, will be free from structural manufacturing defects under normal residential use.

This warranty applies only to the original purchaser and is non-transferable unless otherwise required by 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 they fail to be of acceptable quality and the failure does not amount to a major failure.

This warranty is provided in addition to your rights under the Australian Consumer Law.

Warranty Coverage

Subject to the terms and conditions of this warranty, Imperial Laminate Flooring™ is warranted against **structural manufacturing defects only**.

Coverage is limited to:

- Structural manufacturing defects affecting the integrity of the laminate plank.
- Failure of the core board resulting from a manufacturing defect.
- Delamination of the product layers caused by a manufacturing fault.
- Failure of the click-lock joint system directly attributable to a manufacturing defect.

This warranty is strictly limited to the replacement of defective product only where a valid claim is accepted. Imperial Flooring Australia® does not provide or reimburse labour costs or any associated expenses.

Water Resistance

Imperial Laminate Flooring™ is designed to resist everyday household moisture when installed correctly. However, this warranty does not cover damage caused by:

- Flooding or storm events.
- Plumbing leaks or burst pipes.
- Standing water or prolonged liquid exposure.
- Moisture intrusion from the subfloor.
- Hydrostatic pressure or rising damp.
- Water entering beneath the flooring system.
- Wet mopping, steam cleaning or excessive moisture.
- Damage to surrounding fixtures or structures caused by water.

Prompt removal of spills is recommended to help protect the flooring.

Installation Requirements

Warranty coverage is conditional upon:

- Installation in accordance with Imperial Flooring Australia® installation instructions.
- Installation over a clean, dry, structurally sound and level subfloor.
- Compliance with relevant Australian Standards and building requirements.
- Appropriate expansion gaps being maintained around all walls and fixed objects.
- Inspection of every board before installation.
- Adequate moisture testing where required.

Failure to comply with these requirements may void this warranty.

Inspection Before Installation

Every plank must be inspected before installation.

Do not install any board with visible defects or damage. Installation constitutes acceptance of the product's appearance and condition. Claims relating to visible defects after installation may not be accepted.

Exclusions

This warranty does not cover:

- General wear and tear from normal use.
- Surface scratches, scuffs, dents or chips.
- Cosmetic damage or changes in appearance.
- Fading, gloss reduction or colour variation.
- Damage caused by furniture, appliances or pets.
- Impact damage or accidental damage.
- Incorrect installation or poor workmanship.
- Improper subfloor preparation.
- Water or moisture damage, including flooding, leaks or excessive moisture exposure.
- Steam mopping or unsuitable cleaning methods.
- Abuse, misuse or neglect.
- Product installed despite visible defects.
- Natural variations between samples, display boards and production batches.
- Any issue that does not affect the structural integrity of the product.

Labour Costs Excluded

Imperial Flooring Australia® does **not** provide or reimburse labour costs under this warranty.

Under no circumstances will Imperial Flooring Australia® pay for or reimburse:

- Installation or re-installation labour.
- Removal or disposal of flooring.
- Subfloor preparation or repairs.
- Freight, transport or delivery costs.
- Furniture removal or reinstatement.
- Accommodation or relocation expenses.
- Loss of income or business interruption.
- Any indirect, incidental or consequential costs associated with a warranty claim.

Customers are solely responsible for all labour and associated expenses relating to the installation, removal or replacement of flooring products.

Care and Maintenance

To maximise the performance of Imperial Laminate Flooring™:

- Sweep or vacuum regularly using a soft floor attachment.
- Clean spills promptly.
- Use a lightly damp mop only when necessary with a pH-neutral laminate floor cleaner.
- Do not wet mop or saturate the floor.
- Do not use steam mops.
- Fit protective felt pads beneath furniture.
- Place mats at entrances to reduce grit and debris.
- Lift heavy furniture rather than dragging it across the floor.

Warranty Claims

To submit a warranty claim, customers must provide:

- Original proof of purchase.
- Product details and batch information where available.
- Clear photographs of the alleged defect.
- Installation details.
- A description of the issue.

Imperial Flooring Australia® reserves the right to inspect the product or appoint an independent inspector before determining the outcome of any claim.

Remedy

If a warranty claim is accepted, Imperial Flooring Australia® may, at its sole discretion and to the extent permitted by law:

- Supply replacement product for the affected flooring; or
- Refund the original purchase price of the affected product where appropriate.

No labour, installation, removal, freight or associated costs are covered under this warranty.

Important Notes

- Floating laminate flooring should not be restrained by permanently fixed cabinetry, kitchen islands or other immovable structures unless specifically approved.
- Flooring should be protected during construction and renovation works.
- Failure to follow installation or maintenance instructions may void this warranty.
- This warranty covers **structural manufacturing defects only** and does **not** cover general wear and tear or cosmetic issues.
- Nothing in this warranty excludes, restricts or modifies any rights or remedies available under the Australian Consumer Law that cannot lawfully be excluded.