



floor
distributors



Who and what is covered?

This warranty is valid to the original homeowner who purchased the flooring. In the case that a builder or developer purchases the flooring, the occupant of the residential home 12 months after purchase of the flooring will be entitled to cover under this warranty, effective from the date of initial purchase.

Domestic Wear Warranty

Viva Hybrid Plank comes with a lifetime domestic wear warranty validated from date of purchase.

The wear warranty covers wear through of the coated surface to the photo layer. To ensure your warranty remains valid, you should ensure that the installation and maintenance instructions are closely adhered to, these can be found in each pack of flooring sold. A minimum of 5% of the total flooring installation must be worn through, notwithstanding the instructions above to evoke this warranty.

What isn't covered?

- Scratches, marks associated with wear. Stains or damage associated with liquid penetration.
- Water Damage to the floor as a result of spillages/ flood or appliance failure.
- Damage caused by sharp objects, including stiletto heels, stones or castor wheels etc.
- Gloss or Colour variation between boards.
- Labour charges are not covered for any installation that has not been professionally installed by a suitably qualified floor installer in the first instance. This includes DIY installations.
- Any damage associated with the incorrect installation of flooring or the non-adherence to installation or maintenance instructions.
- Warranty generally covers replacement of flooring material if deemed damaged under acceptable conditions of warranty. Charges related to rectification work are not automatically covered, however in some instances reasonable assistance may be offered if authorised by a Floor Distributors representative.
- Other charges such as accommodation, repainting and removal of furniture etc. are not covered by this warranty.
- Any boards that are faulty or visibly defective should not be installed and as such would also not be covered by warranty.

Lifetime Stain and Spill Resistance Warranty

Floor Distributors warrants that your Viva Hybrid Plank Flooring is resistant to normal household stains on the floor surface and to damage from normal household spills for the life of the floor. This ensures your floor will be able to resist most potentially permanent stains.

Life time Structural Warranty

Viva Hybrid Plank Flooring is sold with a Lifetime Structural Warranty covering warping or twisting of any board, for the life of the initial installation, in accordance with the conditions listed below and as a result of product manufacturing faults or defects. This does not include any separation of any pre-adhered underlay from the floor.

It is also important to note that Viva Hybrid Plank flooring should be installed and maintained in accordance with our installation instructions (also inside each pack) and care & maintenance guidelines (also available in store, from Floor Distributors).

Lifetime Waterproof Warranty

Floor Distributors warrants that the surface of your Viva Hybrid Plank Floor is 100% waterproof and resistant to damage from mopping or normal household spills for the life of the floor. The floor will not, upon reasonable exposure to water, swell, buckle or undergo any significant diminution of its structural integrity. This warranty does not cover flooding, leaking pipes, household mechanical failures, appliance leaks or similar or damage resulting from mould or mildew growth.

Boards that are visibly faulty or deemed visually or structurally inappropriate prior to installation should not be installed and are therefore also not covered by this or, to the extent allowed by law, any other warranty.

How to process a claim

Initial contact should be made with the retailer your floor was purchased from. Once proof of purchase has been established the retailer who purchased the floor from Floor Distributors will arrange for an inspection of the flooring installed, shortly after which determination will be made regarding the warranty claim.

Only if the retailer is no longer trading, should the consumer make direct contact with Floor Distributors regarding the warranty claim. Only an authorised Floor Distributors representative can authorise a warranty claim.

In the event that a claim is authorised, a remedy will be issued in writing by Floor Distributors. Remedies will be tailored to suit individual circumstances. Remedies can vary depending on the condition of the floor and warrantable area from full floor replacement to the repair of individual boards. The remedy on each claim will be at the sole discretion of Floor Distributors.

Should board replacement be necessary, new boards from the current batch will be supplied to replace or repair boards. This warranty is in addition to, and has no impact on, statutory rights of any purchaser. Claims must be lodged by contacting the retailer from where the flooring was purchased within 15 days of the problem being noticed.

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 goods fail to be of acceptable quality and the failure does not amount to a major failure.

Viva Hybrid Plank

This product is suitable for indoor use only, and should be installed and maintained in conjunction with the installation and maintenance guidelines (available from place of purchase). It is important to avoid excessive moisture, direct sunlight, excessive heat, humidity or anything that would be deemed excessive in a normal living environment.

Viva Hybrid flooring should be installed as per the installation instructions (inside each carton or on www.floordistributors.com.au) and maintained in accordance with the care & maintenance guidelines.

Minor gaps in flooring panels as a consequence of seasonal movement are not deemed to be a "structural failure" and as such are not covered by the structural warranty. Occasional noise is often associated with any floor, and as such does not constitute a warranty claim.

For further information please contact:

sales@floordistributors.com.au