

multi-plank
AUSTRALIA

Lifetime Warranty*

MULTI-PLANK AUSTRALIA will not be liable for any loss or damage resulting from any purchase, or misuse of MULTI-PLANK™.

Notwithstanding anything else contained in this warranty, MULTI-PLANK AUSTRALIA will not be liable under or in connection with this warranty for any claims for consequential loss, loss of opportunity, revenue, profit or anticipated profit, accommodation costs, removal or storage of furniture or legal fees arising in contract, negligence or otherwise.

If a claim is to be recognised it shall be at the absolute discretion of MULTI-PLANK AUSTRALIA, and replacement of the effected area will be in the way of replacement stock and will be limited only to timber and not the installation (or installation costs) of same. Where within the warranty period if the surface wears through it will be at the sole discretion of MULTI-PLANK AUSTRALIA to determine fair wear & tear and will be addressed via a recoat.

CLAIMS MUST BE SUBMITTED TO THE ORIGINAL PLACE OF PURCHASE .

MULTI-PLANK® AUSTRALIA
ABN 65 120 873 538
PO BOX 709 BELMONT, VIC.
3216

Creative flooring solutions!

www.multi-plankaustralia.com.au

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AUSTRALIA

Australia's most versatile flooring range

Lifetime Warranty*

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LIFETIME WARRANTY*

*MULTI-PLANK AUSTRALIA offers a LIMITED LIFETIME STRUCTURAL WARRANTY to its MULTI-PLANK™ flooring and a 10 year structural warranty on its Multi-Ply range. This warranty guards against all structural faults which may occur in the timber through the normal manufacturing process.

This warranty is only valid to the original purchaser and is not transferable, to future owners of the floor. For a claim to be recognised by MULTI-PLANK AUSTRALIA we require a copy of the original Invoice made out in the name of the claimant together with a copy of the original receipt as proof of purchase. **If all of these are not present no claims will be processed.**

MULTI-PLANK AUSTRALIA warrants that under normal conditions and with proper maintenance (as detailed in the care and maintenance instructions provided with the product) the surface coating of MULTI-PLANK™ will not wear through to expose the raw timber underneath for a period of 10 years. Scratches, dents or a reduction in gloss appearance are considered fair wear and tear and are not covered by this warranty.

- All the MULTI-PLANK™ range is graded to strict standards. Fine cracks or marks on the surface of some boards will occur and are permitted under this standard.
- Grain variation, colour variations, gum veins, mineral streaks, and insect trails are just a few of the natural features that create natural beauty in a timber floor.

- Damage whether deliberate or accidental caused by any sharp object, dropped objects or point loads such as furniture feet, stiletto heels, dirt grit, sand or pet claw marks are excluded from this warranty.
- This warranty applies to the original factory finish only and such warranty will become void if the floor is resurfaced.
- Exposure to excessive moisture caused in any way whatsoever, (including but not limited to, flooding, wet mopping, spills, leaks, failure of seals, adhesives or membranes, average daily relative humidity of above 75% or below 40%) whether deliberate or accidental will void this warranty.
- Installation is not covered under this warranty we suggest you refer back to your Installer's warranty.
- It is important that you follow the MULTI-PLANK™ care and maintenance instructions to care properly for your floor, as a failure to do so in part or whole will void this warranty.
- As MULTI-PLANK™ is a natural product, colour and texture, will vary significantly according to climate, soil conditions and the age of the timber. Being a natural product MULTI-PLANK™ will change colour as the timber ages and with exposure to sunlight. Such colour changes are normal and are not considered a defect.
- This warranty applies to normal residential situations only. Non residential applications such as commercial, industrial and retail applications are not covered by this warranty.
- Damage done to MULTI-PLANK™ by heat or staining from any cause whatsoever is not covered by this warranty.
- Boards with visible faults or vastly different appearances prior to installation should not be installed.
- MULTI-PLANK™ should not be installed in bathrooms, laundries, saunas or any other area in which high levels of steam or moisture are regularly present. MULTI-PLANK™ is not recommended for external use.
- Damage by insect infestation is not covered by this warranty. All MULTI-PLANK™ flooring is fumigated at the factory and leaves insect free.

Visit our website for full maintenance, warranty and installation details:
www.multi-plankaustralia.com.au

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