

## AquaGlow 72hrs Waterproof Laminate 12mm Warranty

### Lifetime Residential Wear Warranty

**LIFETIME  
WARRANTY**

DOMESTIC USE

AquaGlow 72 hrs waterproof laminate flooring is sold with a Lifetime residential wear warranty from the date of purchase.

#### Who is covered?

The original purchaser is covered. 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 the initial purchase.

#### What is covered?

This warranty covers wear through of the surface of the floor (show through of the HDF core) in a single area greater than 1cm<sup>2</sup> within Lifetime. AquaGlow laminate flooring installation instructions must be followed closely when installing your AquaGlow laminate floor and relative care & maintenance guidelines should be followed at all times after your flooring is installed. Installation instructions can be found inside each pack of AquaGlow flooring and care & maintenance guidelines can be obtained by contacting your retailer (place of purchase) at any time.

### 10 Years Commercial Wear Warranty

**TEN YEARS  
COMMERCIAL  
WARRANTY**

DOMESTIC USE

AquaGlow 72 hrs waterproof laminate flooring is sold with a 10 YEARS Commercial wear warranty from the date of purchase.

#### Who is covered?

The original purchaser is covered. 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 the initial purchase.

#### What is covered?

This warranty covers wear through of the surface of the floor (show through of the HDF core) in a single area greater than 1cm<sup>2</sup> within Lifetime. AquaGlow laminate flooring installation instructions must be followed closely when installing your AquaGlow laminate floor and relative care & maintenance guidelines should be followed at all times after your flooring is installed. Installation instructions can be found inside each pack of AquaGlow flooring and care & maintenance guidelines can be obtained by contacting your retailer (place of purchase) at any time.

#### What is not covered?

AquaGlow waterproof laminate provides moisture resistant time based guarantee. The surface coating system and high density core protect flooring damaged from general household spills or accidents not over 72 hours, but not guarantee flooding, leaking pipes or other household mechanical failures, and following conditions.

Wear that may be associated with improper installation or improper maintenance.

Damage, intentional or accidental, caused by abuse, misuse, stiletto heels, dragged objects, heavy furniture, sand, stones, castor wheels dropped items etc.

Scratches or surface marks / stains.

Damage caused by exposing to extreme temperatures (e.g. >45 degree or <0 degree), or extreme weather (humid, sunlight exposure) for a long time.

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 evoke a claim?

To evoke a claim under this warranty, communication with the retailer that the flooring was purchased from HTT Flooring Pty Ltd **MUST** be made. Proof of purchase will be required. A written format of claim needs to be made and sent to us. The retailer or HTT Flooring P/L may authorize a third party to arrange an inspection of the flooring installed, after which a determination will be made. Only duly authorized representatives of the manufacturer / distributor can authorize a claim.

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 HTT Flooring. 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.

#### Acceptable Quality

AquaGlow waterproof laminate flooring fits for use in internal environments/installations and should not be used externally. AquaGlow laminate flooring should not be directly adhered to a subfloor and must be installed as a floating floor.

AquaGlow laminate flooring should be installed in a “laminate flooring friendly environment” in which the area is occupied, protected from direct heat and sunlight and where heating and cooling systems are in place and used to control the internal temperatures and humidity.

AquaGlow laminate flooring can be installed over radiant Heat system.

Obviously, AquaGlow laminate flooring should be installed as per the installation instructions and maintained in accordance with the care & maintenance guidelines

#### Major Failure

AquaGlow is resistant to chips, scratches, stains and wear but not “proof” in any respect (i.e. scratch proof) and reasonable care should be taken to avoid scratching chips & damage from occurring. In addition, some gloss variation between boards installed may occur. AquaGlow is using High Density Fibreboard in the core of the product and that this wood-based material can be susceptible to seasonal movement, creating small gaps between the joins of each board. Note that small gaps, gloss variation, scratches and chips are NOT considered as major failure. They are considered part of purchasing a laminate floor. These definitions are not intended to reduce or diminish the statutory rights of any purchaser.

As the warranties for AquaGlow deal only with the manufactured goods, installation warranties should be sought from the installation company or individual completing the installation.