



Warranty for Woodos Engineered Timber Planks

Woodos Australia Pty Ltd
8 Knox Lane
Double Bay NSW 2028
P +61 2 9698 7877

Statement of Warranty:

This warranty is given to the original purchaser, residential or commercial as the case may be Purchaser of Woodos Australia Pty Ltd (hereafter know as Woodos) Woodos Engineered timber planks (Herein known as Woodos Flooring) used as either flooring, walling or ceiling. For purposes of this warranty, a residential Purchaser shall refer to final use being in a single residential dwelling. A commercial Purchaser shall refer to any Purchaser with more than a single residential dwelling or any other use other than a single residential dwelling.

ABN: 30125047252

www.woodos.com.au

1a. Woodos warrants to a Residential Purchaser for a period of 20 years commencing from the date of original purchase against the Woodos Flooring from delaminating in normal internal environments as stated in Woodos Terms & Conditions. This warranty is offered to the original purchaser and is not transferrable.

1b. Woodos warrants to a Commercial Purchaser for a period of 5 years commencing from the date of original purchase against the Woodos Flooring from delaminating in normal internal environments as stated in Woodos Terms & Conditions. This warranty is offered to the original purchaser and is not transferable.

Warranty Exclusions:

- Scratches, stains or indentations of any type are also not covered by this warranty.
- Slight lifting/gaps from natural expansion and contraction is expected of a maximum tolerance level of 2 to 3mm.
- Unusual man-made or natural disasters, including leaking or broken plumbing, fire, flood, and earthquake occur during or after installation.
- Wear or structural deformation that may be associated with improper maintenance procedures.
- Any structural integrity that is affected due to our workmanship and not by natural causes will be rectified upon assessment.
- Wear that may be associated with continuous excessive water or liquid damage from any source where the liquid pools and the Woodos is left exposed.
- The instances of surface checking (very fine surface splits) are considered a natural part of timber and are therefore excluded from this warranty.
- Shakes, invisible at the time of install, may reveal themselves in the future with consistent wetting of the floor. These are inherent in natural timber and can be repaired with appropriate wax filler, they are excluded from this warranty
- Damage, intentional or accidental, caused by abuse, misuse, stiletto heels, dragged objects, heavy furniture, sand, stones, castor wheels, dropped items, animals, spiked shoes, urine & scratches etc are therefore excluded from this warranty.
- Exposure to excessive heat, sunlight or improper humidity in the environment are therefore excluded from this warranty.
- Improper alterations to the original manufactured product. Alterations, planing, repairs or reinstallation to the manufacturer's original product will void any and all warranties.
- Color variation will occur from batch to batch. Samples displayed and or provided are indicative only and may not match the floor supplied. Color must be checked prior to installation. No recourse will be available once floor is installed.
- Changes in color or appearance due to full or partial exposure to sunlight, weather, ageing or refinishing can occur and are therefore excluded from this warranty.
- All warranties are subject to the exclusions, limitations and restrictions set forth above.

Obtaining Warranty Claim: The purchaser must provide a copy of original invoice and If Purchaser discovers any defect in Woodos Flooring products during the Term, Purchaser must within thirty (30) days from the discovery of the alleged defect but no later than the end of the term notify Woodos in email at hello@woodos.com.au or in writing at the following address:

Woodos Australia Pty Ltd
PO Box 135
Double Bay NSW 2028
P +61 2 9698 7877

Purchaser must include in this notification, proof of purchase and a statement describing the defect/s and photos. Thereafter, an assessment by Woodos will be done pertaining the validity of such claim. If Woodos determines that Purchaser's claim is valid, Woodos will, at its option, either replace the defective Woodos Flooring or refund the defective portion of the purchase price paid by Purchaser (not including the cost of its initial installation). Woodos will not be liable for any amount higher than the original purchase price.