



ENGINEERED WOOD FLOORING WARRANTY

Wood Flooring Kent Branded Flooring

This warranty applies exclusively to Wood Flooring Kent branded engineered wood flooring products.

Wood Flooring Kent branded engineered wood flooring is covered by a 25-year residential warranty against manufacturing defects under normal residential use.

This warranty is provided by the product manufacturer and administered by Wood Flooring Kent. All warranty enquiries and claims are handled directly by Wood Flooring Kent to ensure a clear and efficient process.

To ensure optimal performance, installation must be carried out correctly and in accordance with recognised industry standards. Please read the full terms and conditions carefully before fitting your new floor.

WARRANTY TERMS & CONDITIONS

1. Warranty Coverage

This product is covered by a 25-year residential warranty against manufacturing defects under normal domestic use.

2. Installation Requirements

The floor must be installed in accordance with the manufacturer's installation instructions and recognised industry standards for hardwood flooring.

3. Environmental & Location Exclusions

This warranty does not apply to installations in outdoor areas, bathrooms, basements, wet areas, high-humidity environments or poorly ventilated spaces.

4. Pre-Installation Inspection

It is the responsibility of the installer to thoroughly inspect site conditions, subfloor suitability and all materials prior to installation.

Planks showing visible defects must not be installed. Industry standards allow for up to 5% natural manufacturing tolerance per pack. Boards deemed defective within this tolerance must be set aside prior to installation.

5. Dimensional & Manufacturing Tolerances

Manufacturing tolerances of approximately $\pm 0.5\text{--}1\text{mm}$ may apply to board dimensions. Boards falling outside acceptable tolerances should be rejected at the time of installation and form part of the permitted 5% manufacturing allowance.

6. Natural Timber Variation

Colour, tone, grain pattern and grading variation are natural characteristics of timber and are not considered manufacturing defects.

To achieve the best visual result and avoid grouping, planks should be blended from multiple cartons during installation.

7. Wear, Climate & Maintenance

Prefinished flooring is subject to normal wear over time and is not covered for visual changes caused by ageing, sunlight exposure, climate variation or environmental conditions.

Failure to maintain the floor in accordance with recommended care guidelines may invalidate this warranty.

8. Damage & Misuse Exclusions

This warranty does not cover damage caused by improper use, negligence, impact, excessive moisture, water ingress or force majeure events.

Examples include (but are not limited to):

- Scratches and dents
- Damage caused by furniture, stones, grit or pets
- Damage from high-heeled footwear
- Improper transport or storage
- Staining or surface damage due to misuse

9. Claim Procedure

Any suspected manufacturing defect relating to Wood Flooring Kent branded flooring must be reported in writing to Wood Flooring Kent within 14 days of discovery.

A copy of the original purchase invoice must be provided.

All claims will be reviewed and assessed by Wood Flooring Kent prior to referral to the manufacturer where required.

10. Remedy

Where a valid manufacturing defect is confirmed, replacement product will be supplied.

If the original product is no longer available, a product of equivalent quality and specification will be provided.



11. Limitations

This warranty applies to the product supplied only.

Labour costs, installation costs, additional materials and any consequential or incidental losses are excluded.

12. Original Purchaser

This warranty applies solely to the original purchaser of the flooring and is non-transferable.

Statutory Rights

This warranty is provided in addition to, and does not affect, your statutory rights under applicable consumer protection legislation.