

Quick Step Laminate Flooring

25 Year Residential Wear Warranty

All Quick Step laminate flooring is sold with a 25 Year Residential Wear Warranty from the date of purchase, except Quick Step Classic which carries a 20 Year Residential Wear Warranty.

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.

What is covered?

This warranty covers wear through of the surface of the floor (show through of the HDF core) in a board greater than 1cm² within 25 years (20 Years for Classic).

What is not covered?

- Wear that may be directly associated with water or liquid damage from any source, moisture ingress from any source into the core or indentations.
- Wear that may be associated with improper installation or improper maintenance. Installation and maintenance instructions must be followed strictly at all times.
- 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.
- Labour charges associated with any rectification work. In some cases, reasonable labour costs may be considered, at the sole discretion of the distributor's authorised representative.
- Any costs associated with any rectification work required other than the supply of new flooring and scotia beading if necessary. Re-painting, removal of fixtures or furniture, accommodation and any other cost is specifically excluded from this warranty.

How to evoke a claim?

Only duly authorised representatives of the manufacturer / distributor can authorise a claim. If a claim is authorised, affected boards will be replaced or repaired at the sole discretion of the authorised distributors' representative. In either event, new boards from the current batch of the closest colour / style 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 or the distributor Premium Floors P/L in writing within 15 days of the problem being noticed.