



25 Year Timber Limited Residential Warranty

Australian Edition

Godfrey Hirst

Timber Flooring

As one of Australia's largest flooring distributors, we endorse and recognise all rights of the consumer under the Australian Consumer Law.

All our products are manufactured under management systems independently and externally certified as complying with ISO9001 (Quality Assurance & Management Systems) and ISO14001 (Environmental Management Systems). We are proud of our hard flooring products and guarantee all our hard flooring products against defects in materials and workmanship. Our Australian After Sales Service team can be relied upon to respond to any consumer queries or concerns with our products.

Our Residential Warranty

In addition to any rights available under Australian Consumer Law, which may exceed the rights under this warranty, Godfrey Hirst guarantees that, when used in a residential premises in accordance with the General Conditions and Homeowner Obligations set out below your flooring will perform as detailed for up to 25 years following the original installation (see pro rata details below):

- **Finish/Abrasive Wear Warranty** – Under normal household conditions the coated surface of your floor will not abrasively wear through to the hardwood timber surface of your floor in a single area greater than 1cm². Abrasive wear means actual wearing through of the floor surface to show a visual change in the floor's appearance and does not include other changes in appearance: eg. scratches, chips, indentations, small gaps due to seasonal movements, gloss variation between boards, reductions in gloss level etc. or other change in appearance due to events set out clause 7 of the General Conditions.
- **Structural Warranty** – Your floor will be free from manufacturing defects including warping, buckling and bond failure.

Consumer Guarantees

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 the goods fail to be of acceptable quality and the failure does not amount to a major failure.

General Conditions

1. This warranty applies to new Godfrey Hirst timber floors purchased in Australia after 1 September 2020 and professionally installed in accordance with the relevant Godfrey Hirst Timber Floors Installation Instructions available at www.godfreyhirst.com, and used indoors in a residential premises.
2. This warranty is only provided to the original purchaser of the floor, or if the original purchaser is a builder or developer, to the owner of the residential home 12 months after purchase of the floor and is not transferrable.
3. This warranty only applies to new flooring in its original installation.
4. This warranty does not apply to floors installed in wet areas such as bathrooms, toilets, laundries or areas/rooms where a floor waste (water drain) is present (residential kitchens are not considered wet areas) or floors installed in areas subject to significant non-foot traffic.
5. Godfrey Hirst reserves the right to refuse a claim under this warranty for flooring that is installed where a reasonable inspection of the flooring before installation would have identified the fault.
6. This warranty does not cover labour charges associated with any rectification work. In some cases, reasonable labour costs may be considered, at the sole discretion of the authorised Godfrey Hirst representative.
7. This warranty does not cover damage to the floor which has been caused by:
 - Improper installation (e.g. failure to provide expansion joints, failure to properly engage click system).
 - Improper maintenance, application of improper cleaning agents and/or failing to carry out proper routine maintenance in accordance with the recommendations described in the Godfrey Hirst care and maintenance recommendations.
 - Damage arising due to the exposure of the floor to extreme cold (under 0°C) or extreme heat (over 55°C), excessive direct sunlight, weather or improper humidity in the environment or installation over subfloor heating (other than in strict accordance with the installation recommendations).



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- Damage directly associated with exposure to excessive moisture (either to the surface or water/moisture trapped beneath the floor), moisture ingress from any source into the core or indentations or cleaning that is too wet.
- Things ordinarily covered by homeowner insurance policies, such as accidents, burning, flooding, persistent moisture or smoke.
- Mechanical stress, abuse (being any use considered unreasonable given the normal and expected use of floor in a residential home), sand, stones, dragged objects, heavy furniture, castor wheels, dropped items, burning, flooding, cutting, pet damage smoke, exposure to very hot substances (other than most food or beverage spillages) or chemicals or industrial products (other than recommended cleaning products).
- Improper alterations to the original manufactured product. Alterations, repairs, refinishing or reinstallation to the original product will void any and all warranties.
- Failure due to structural changes in the subfloor, settling of the building or an uneven subfloor that has not been adequately levelled (+/- 2mm over 1000mm).

If your floor fails to perform?

If any part of your floor fails to perform in accordance with this warranty, then, in addition to any rights you have under the Australian Consumer Law, Godfrey Hirst will supply free of charge the following percentage (in quantity) of an order for replacement Godfrey Hirst floor of the same of comparable quality to replace the affected area of the floor through your original retailer or another retailer in your area nominated by Godfrey Hirst equivalent to:

Year in which the claim is made, calculated from the date of installation:	Percentage:
Years 1-5	100%
Years 6-10	75%
Years 11-15	50%
Years 16-20	25%
After 20 years	10%

You will be responsible to pay the retailer the balance of the flooring and the installation costs.

In relation to claims made under this warranty, Godfrey Hirst will only supply the flooring as set out above and you will be required to pay any other expenses incurred in connection with the claim. Godfrey Hirst will not reimburse or pay for your time associated with making the claim, installation costs, the cost of cleaning, repainting, expert advice, obtaining quotations, accommodation, moving or replacing furniture, equipment or fittings or the disposal of flooring or packaging (subject to any additional remedies you may have under the Australian Consumer Law).

Homeowner Obligations

- As flooring is not a branded product, it is important to retain proof of purchase to establish the floor is a Godfrey Hirst product and at its original installation site. Please keep proof of purchase in the form of a receipt, bill, invoice or statement from the retailer, showing the price you paid and the date of its purchase, together with proof of installation address and date. Make sure you also know which Godfrey Hirst product you have purchased and the warranty applicable to the floor (details are on the back of samples in store at the time of purchase). So Godfrey Hirst has a record of your purchase, register your warranty at www.godfreyhirst.com within 30 days of purchase.
- Have your floor installed by a professional installer in accordance the Godfrey Hirst Timber Floors Installation Instructions available at www.godfreyhirst.com
- Maintain and protect your floor as set out in the Godfrey Hirst Timber Floors Care and Maintenance Guide.

Making a Claim

If you believe your floor is failing to perform in accordance with this warranty or as required by the Australian Consumer Law, please notify your retailer. Be sure to describe the specific problem (providing a photo if possible) and include a copy of your proof of purchase.

Your retailer will take appropriate action, including arranging an onsite inspection of the installation (if appropriate) and notifying Godfrey Hirst if necessary.

This guarantee is provided by Godfrey Hirst Australia Pty Ltd, ABN 58 000 849 758, P.O. Box 93, Geelong, Vic 3220, ph. 1300 444 778, email general.enquiries@godfreyhirst.com.

Should you be unable to contact your retailer, or if you do not get a satisfactory response from your retailer, please contact Godfrey Hirst directly.