



Resistance Oak Warranty

Resistance Oak WARRANTY

Allwood Pty Ltd provides the following warranties for its Resistance Oak flooring products ('the products') to the original purchaser from the date of purchase ('warranty')

- 25- year limited Residential warranty for the finish covering wear through of the coated surface (to bare timber) greater than 1 square centimetre in a single area under normal household conditions in accordance with the terms listed below, provided all care and maintenance guidelines has always been followed.
- 5- year limited warranty for the finish covering wear through of the coated surface (to bare timber) under commercial conditions in accordance with the terms listed below, provided all care maintenance guidelines has been followed at all times. A meaningful commercial warranty will be issued on project base, please contact the company to discuss your requirements.
- 25 Year limited structural warranty covering manufacturing defects including warping, buckling or bond failure under normal use from the date of installation.

Under the terms of this warranty, the COMPANY undertakes to repair or replace and defective products during the applicable warranty period. The choice of remedy is at the option of the company, if a replacement product is supplied, the warranty period remains based on the original date of purchase.

TERMS AND CONDITIONS

- Warranties apply in Australia
- Warranty applies to the original purchasers while they reside in the dwelling where the products are installed
- Warranty applies to the floor installed and maintained in accordance with the company's installation recommendations, care and maintenance guidance. Warranty excludes improper installations.
- Warranty is subject to the floor being regular and adequate care and maintenance recommended by the company. Warranty excludes improper maintenance and inadequate care.
- Resistance Oak is a natural timber product and may have naturally occurring variations in grain, colour, mineral streaks, knots, and minor checking. Warranty excludes colour variation and grain pattern differences.
- Warranty excludes any visible defects noted after installation, the owner's obligation to reasonably inspecting the floor before installation for any of these visible defects and faults.
- Warranty excludes any movements from building settling or uneven sub-floor
- Warranty excludes accidents, abuse or misuse
- Warranty excludes indentations from stiletto heels on shoes
- Warranty excludes any water damage or damage caused by excessive dryness
- Warranty excludes discolouration due to excessive sunlight
- Warranty excludes any consequential or incidental damages such as any loss, expense, or damage other than to the floor itself that may result from a defect in the flooring

AUSTRALIAN CONSUMER LAW

The following statement applies if the supply of the products to be purchaser is a consumer sale as defined by Australian Consumer Law. In the statement 'our' means 'the COMPANY', 'You' means the 'purchaser' and 'goods' means 'Products'.

Our goods come with guarantees that cannot be excluded under Australia Consumer Law. You are entitled to a replacement or refund of

the floor if it's found to be faulty for reasons inside the warranty clauses and outlines. You are also entitled to have the goods repaired if the goods fail to be acceptable quality and the failure does not amount to a major failure.

Notwithstanding the preceding clause and to the extent permissible by law, the company's liability is limited, in relation to the products and at the option of Allwood Wholesale Company, to:

- replacing the products or the supply of equivalent products;
- the repair of the products;
- the payment of the cost of replacing the products or of acquiring equivalent products; or
- the payment of the cost of having the products repaired

To the extent permitted by law, all other warranties whether implied or otherwise, not set out in this warranty are excluded and the company is not liable in contract, tort (including, without limitation, negligence or breach of statutory duty) or otherwise to compensate to purchase for:

- Any increased costs or expenses;
- Any loss of profit, revenue, business, contacts or anticipated savings;
- Any loss or expense resulting from a claim by a third party; or any special, indirect or consequential loss or damage of any nature what so ever caused by the company's failure in complying with its obligations
- The benefits given to the purchaser in the Warranty are in addition to other rights and remedies under law in relation to the products or services to which this warranty applies.

MAKING A CLAIM

Should you believe your Resistance Oak Floor is failing to perform in accordance with this Resistance Oak Warranty or your Australian Consumer Law Rights, please contact your retailer to arrange a site inspection with the followings:

- Evidence of the date of its original purchase. The original sales receipt is the purchaser's best proof of purchase; and
- Description of the specific problem with photos if possible
- Notice from the purchaser in writing of the alleged defect prior to the expiration of the applicable warranty period; and
- Evidence that the product was installed in accordance with Resistance Oak installation instructions; and
- Evidence that the product was not subject to any other of the exclusions set out in the TERMS AND CONDITIONS

Retailer will take appropriate action to investigate the claim by possibly access to the purchaser's premises to undertake any procedures it deems appropriate to inspect the products that are subject to the warranty claim. In circumstances where the company reasonably requires it, the purchaser must at this expense organise return freight of the affected product to the retailer or the company's nearest office of evaluation.

In case any part of your Resistance Oak fails to perform in accordance with any of this warranty, the company will supply free of charge the following percentage (in quantity) of the order for replacement Resistance Oak or of comparable quality to replace the affected areas of the floor through your original retailer (or another retailer in your area nominated by the company). You are responsible for paying for the balance of

Year in which the claim is made, calculated from the date of installation;	Percentage;
Year 1 to 5	100%
Year 6 to 10	70%
Year 11 to 15	40%
Year 16 to 20	20%
Over 20 Years	10%