

Deluxe Collection

Deluxe Collection Warranty



CALM WALK

These warranties, which begin from the date of purchase, apply to products used in dry residential applications.

Installation is installed in strict accordance with current written installation instructions.

Non-Assignment the warranty is limited to the original purchaser and may not be assigned or transferred.

Deluxe Collection flooring installation instructions must be followed strictly when installing your floors.

IMPORTANT: The floorboards must be inspected prior to use and any planks deemed not fit for service, SHOULD NOT be installed and will not be covered by warranty provisions.

25 years Domestic Warranty & 10 Year Commercial Warranty

Deluxe Collection flooring provides for 25 years Residential Warranty and 10 Year Limited Commercial Wear Warranty. From the date of purchase, the manufacturer warrants to the original purchaser only, that under normal domestic conditions of use, the surface will not wear through during the period warranted.

With proper maintenance, the goods will perform under normal household conditions. Scratches, dents, reduction of gloss (appearance reduction), damage caused by negligence, urine, animals, or high-heeled shoes are not considered as a defect and therefore are not covered by this warranty.

All furniture requires felt to be adhered to the underneath to protect the surface of your floor. From time to time this will need to be maintained and checked for wear.

PLEASE NOTE: All warranty claims must be lodged by contacting the retailer from the where the flooring was purchased within 30 days of the problem being noticed along with proof of purchase (date), identity of the wholesaler or retailer, and the location of installation.

All assessment and final approval for replacement or rectification work that may need to occur for faulty planks or floor installation must be formally inspected and approved by the supplier prior to any repair activities.

Acceptable Quality and User Guidelines

Deluxe Collection flooring is designed for use in internal environments including floors, walls, etc, and SHOULD NOT be used externally. Furthermore, Deluxe Collection flooring should not be directly adhered to a subfloor and MUST BE INSTALLED as a floating floor.

Deluxe Collection flooring must be installed in a "hybrid flooring friendly environment" in which the area is occupied and protected from direct heat and sunlight. If not protected, the product could expand and contract abnormally, sliding doors and/or windows therefore need to be covered by blinds or curtains. Heating and cooling systems must be in place and used to control the internal temperatures.

KEEP THE ENVIRONMENT TEMPERATURE BETWEEN °10C - °28C.

Subfloor Heating

Calm Walk Floors does extend its Structural Warranty and Wear Warranty to flooring installed on heated subfloors, however all instructions in the installation instructions document must be followed.

Major Failure

Deluxe Collection flooring is highly resistant to chips, scratches, stains, and wear, but is still not "proof" in any respects (i.e., scratch proof).

Deluxe Collection

Deluxe Collection Warranty



CALM WALK

Slight colour variation from batch to batch may occur, minor gaps between the joins of each board might be caused by temperature change. Please note these minor gaps, batch colour variation, chips, scratches are not considered as major failure. Once floor has been installed, it is considered that the product has been accepted by the installer/contractor.

Australian Consumer Law:

Our goods come with guarantees that cannot be excluded under the current 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 goods fail to be of acceptable quality and the failure does not amount to a Major Failure.

Warranty Exclusions:

- The manufacturer for the purpose of this warranty will be referred to as 'the supplier' Breach of Warranty Conditions - any breach of warranty conditions will void the warranty.
- Directly associated with improper installation or care and maintenance will void the warranty. Deluxe Collection flooring must be installed in strict accordance with the manufacturer's current written installation instructions guidelines must be adhered to.
- Any damages incurred by direct exposure to excessive heat and/or sunlight.
- Scratches, stains, or indentations of any type are also not covered by this warranty.
- Boards that are visibly faulty or deemed visually

or structurally inappropriate prior to installation should not be installed and are therefore also not covered by this warranty.

- Surface coating damage caused by using duct tape, masking tape and/or other industry tapes.
- Damage, intentional or accidental, caused by water, abuse, misuse, stiletto heels, dragged objects, heavy furniture, sand, stones, castor wheels, dropped items, etc.
- Direct or indirect result of incorrect use of heating and cooling systems will not be covered by this warranty. Please note subfloor heating needs to be operated as per manufacturers guidelines. Always consult with the manufacturer to better understand operating methods.
- Direct or indirect result of moisture ingress and heat damage along with the incorrect use of cleaning will not be covered by this warranty.

STEAM MOPS AND WET & DRY VACUUM CLEANERS ARE NOT ALLOWED FOR Deluxe Collection flooring UNDER ANY CIRCUMSTANCES.

- Floor performance issues that may arise as a direct or indirect result of moisture ingress along with the incorrect use of heating and cooling systems will not be covered by warranty provisions. Please note Evaporative cooling systems need to be operated as per the manufacturers guidelines. Please consult with the manufacturer to better understand operating methods.
 - Labour charges associated with any rectification work may apply.
- In some cases, reasonable labour costs may be considered, at the sole discretion of the distributor's authorised representative.

Deluxe Collection

Deluxe Collection Warranty



CALM WALK

- Misuse of the warranty does not extend to damage caused by moisture penetration through the subfloor, other flooding, leaking, plumbing, overflowing, hydrostatic pressure, or any other water damage.
- Alterations where floor or subflooring has been altered, repaired, resurfaced, or replaced, no warranty will apply except to the extent implied by law.
- 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.

Please always visit our website Calmwalk.com.au for the most up-to date version of our installation instructions, warranty, technical data sheet and as it may have been revised and updated.