

Soleil Domestic Warranty

Airstep Flooring Soleil Hybrid Flooring is sold with a lifetime structural warranty and a 25-year Domestic Wear warranty from the date of purchase (invoice date).

Lifetime Structural Warranty:

Airstep Flooring Soleil Hybrid Flooring is sold with a Lifetime Structural Warranty for domestic use that covers the performance and appearance of the boards for delamination or splitting and warping or twisting of any board for the life of the floor, in accordance with the conditions listed below and as a result of product manufacturing faults or defects. Warping and twisting refers to a board independently distorting when compared to adjacent boards.

The Airstep Flooring Soleil Hybrid Flooring Installation Instructions must be followed closely when installing the floor and the Soleil Hybrid Flooring Cleaning, Care and Maintenance Instructions should be followed at all times after your flooring is installed. These Installation Instructions and Cleaning, Care and Maintenance Instructions can be found at www.airstepflooring.com.au

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 or, to the extent allowed by law, any other warranty.

25 Year Domestic Wear Warranty

Airstep Flooring Soleil Hybrid Flooring is sold with a 25 Year Wear Layer Domestic Use Warranty covering wear through to the underlying surface, warp, twist, split or delamination in accordance with the conditions listed below, given reasonable wear and tear in a domestic environment and given its 'fit for purpose' application.

The ingress of sand, grit and or dust on to the floor should be prevented by installing suitable mats by the entrance door(s). The Cleaning & Care and Maintenance Instructions that are recommended by Airstep Flooring must be followed at all times and can be found at www.airstepflooring.com.au.

Who is covered under the warranty?

All warranty periods commence from the date of purchase. This warranty is offered to the original purchaser of the flooring and is not transferrable unless, in the case that a builder or developer purchases the flooring. In this case, the warranty is then transferrable to the first owner of the property.

Warranty Exclusions:

- Wear that may be associated when entrance mats are not adequate or not installed.
- Although Hybrid flooring is sufficiently waterproof to cover normal household incidental spills, pet accidents and use in wet areas such as bathrooms and laundries, it should not be used as a moisture barrier, and should not be installed in areas that have a continual risk of excessive moisture/flooding such as saunas or outdoor areas.
Note: Domestic kitchens are not considered as wet areas.
Note: Wet areas must be independently installed (not attached to other floor installation), and perimeter sealed with a mould resistant sealer. Natural flooding events or long-term moisture ingress due to plumbing /construction leakage from internal or external sources may result in plank deformity. This will not be covered by warranty provisions.
- Scratches, stains, blemishes or indentations of any type are also not covered by this warranty.
- Wear or structural deformation that may be associated with improper installation or improper maintenance procedures.
- The instance of surface gloss variation between boards, colour variation between boards or decorative features including gum veins, knots etc. are considered a normal part of hybrid flooring and are therefore excluded from this warranty. Seasonal change resulting in slight gapping, consistently over many planks along with incidental movement of a floating floor are considered to be normal as a part of the building environment and are therefore excluded from this warranty.

- Incidental scratching, chipping, indentations and fading from extreme artificial and external UV light sources would be considered site related and therefore not covered by this warranty.
- Damage, intentional or accidental, caused by abuse, misuse, stiletto heels, dragged objects, heavy furniture, sand, stones, castor wheels, dropped items, fine dust from sanding or painting, use of steam mops.
- Labour charges associated with any rectification work. In some cases, and only when a floor has been professionally installed by the retailer or place of purchase, reasonable labour costs may be considered, at the sole discretion of Airstep Flooring.
- The installer or owner assumes all responsibility for final inspection of the product quality prior to installation. Airstep Flooring accepts no responsibility for costs of product or labour when boards with visible defects have been installed. As the warranties for Airstep Flooring Soleil Hybrid flooring deal only with the manufactured goods, installation warranties should be sought from the installation company or individual completing the installation.
- 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, temporary accommodation, external contractors for removal or re-fit and any other costs are specifically excluded from this warranty.

How to make a Warranty Claim and What is Covered?

To make a claim under this warranty, communication with the retailer that the flooring was purchased from must be made. Proof of purchase will be required when contact with the retailer is made. The retailer will then contact Airstep Flooring to arrange an inspection of the flooring installed, shortly after which a determination will be made regarding the warranty claim. Only duly authorised representatives of the manufacturer / distributor can authorise a claim. If a claim is authorised, remedies will be tailored to suit individual circumstances.

Remedies can vary depending on the condition of the floor and warrantable area from full floor replacement to the repair of individual boards. The remedy on each claim will be at the sole discretion of Airstep Flooring. Should board replacement be necessary, new boards from the current batch will be supplied to replace or repair boards. If the range is no longer available, an equivalent product will be supplied. 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 within 15 days of the problem being noticed.

Australian Consumer Law

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law.

Acceptable Quality

Airstep Flooring Soleil Hybrid flooring is fit for use in internal environments / installations and should not be used externally. Airstep Flooring Soleil Hybrid flooring should be installed in a "hybrid flooring friendly environment" in which the area is occupied, protected from direct heat and sunlight and where heating and cooling systems are in place and used to control the internal temperatures and humidity. Evaporative cooling systems must be installed with adequate ventilation and operation should be as per system recommendations.