

Warranty

imagine™
floors by Airstep.

Reclaimed Wild Oak

TIMBER

Airstep Flooring Reclaimed Wild Oak flooring is sold with a domestic lifetime structural warranty from the date of purchase.

Lifetime Structural Warranty Domestic:

Airstep Flooring Reclaimed Wild Oak flooring is sold with a Lifetime Structural Warranty for domestic use that covers 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. These terms do not refer to cupping or doming. Cupping and doming, refers to the reasonably uniform convexing or concaving shape across the width of the surface of boards installed. Cupping and doming, whilst extremely uncommon, are caused by factors relating to installation or the installation environment. As they are outside the control of the manufacturer, they are specifically excluded from this warranty.

The Airstep Flooring Reclaimed Wild Oak Installation Instructions must be followed closely when installing the floor and the Airstep Flooring Cleaning & Care and Maintenance Instructions should be followed at all times after your flooring is installed. 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.

20 Year Wear Layer Domestic Use:

Airstep Flooring Reclaimed Wild Oak flooring is sold with a 20 Year Wear Layer Domestic Use Warranty covering wear through of the coated surface (to bare wood) in accordance with the conditions listed below. 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. A minimum of 5% of the floor area must have worn through to bare wood to evoke this warranty.

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.
- Wear that may be associated with water or liquid damage from any source (moisture ingress from any source into the board). Scratches, stains 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 checking (fine surface splits), gloss variation between boards, colour variation between boards or natural features including gum veins, knots, insect trails etc. are considered a natural part of engineered wood flooring and are therefore excluded from this warranty.

- Damage, intentional or accidental, caused by abuse, misuse, stiletto heels, dragged objects, heavy furniture, sand, stones, castor wheels, dropped items etc.
- 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 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 Reclaimed Wild Oak 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, accommodation 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 Reclaimed Wild Oak flooring is fit for use in internal environments / installations and should not be used externally. Airstep Flooring Reclaimed Wild Oak floors should be installed in a “wood 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.

Airstep Flooring Reclaimed Wild Oak flooring should not be installed in wet areas including bathrooms, toilets, areas or rooms where a floor waste (water drain) is present or required. Domestic kitchens are not considered as wet areas.