

information
warranty

GENERO GROVE
OFFERS THE FOLLOWING
WARRANTIES:

Your selected flooring will be covered
by one or more of the below warranties.

LUXURY VINYL PLANK

For more information visit
<https://nationalflooringdistributors.com.au/>



WARRANTY
PROVIDED BY



The floor you've been searching for

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warranty

Luxury Vinyl Planks

Product must be inspected prior to installation for visible defects or variation (colour, quality) to that ordered. Once installed, warranty will apply only to defective product.

Any variations in product will be deemed to have been accepted if installed. A 10% colour variation from sample to supplied product is considered acceptable.

This product is suitable for installation with underfloor heating systems provided it does not exceed 29°C.

WARRANTY PERIODS

Note: The warranty period will not be changed once a complaint has been recognized and resolved.

LIFETIME RESIDENTIAL WARRANTY

NFD warrants that the quality vinyl plank will be from date of purchase:

- Free from manufacturing defects for the above stated warranty period
- Impervious to 'wear through' when installed and maintained according to instructions and subjected to normal residential wear and tear
- Stain resistant to most common household products

15 YEAR COMMERCIAL WARRANTY

NFD warrants that the quality vinyl plank will be from date of purchase:

- Free from manufacturing defects for the above stated warranty period
- Impervious to 'wear through' when installed and maintained according to instructions and subjected to normal commercial wear and tear
- Stain resistant to most common household and commercial products

CLAIMS

- Warranty applies to original purchaser only
- Proof of purchase is required for all claims
- Claims for wear must show a minimum 1 inch diameter
- Guarantee is pro rated based on amount of time floor has been installed
- To file claim under warranty, contact authorized dealer where product was purchased

RESTRICTIONS

No representative or agent of NFD is authorised to assume any additional liability or responsibility of behalf of NFD.



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EXCLUDED FROM WARRANTY

- Defects or gapping associated with improper installation or irregularities caused by subfloor imperfections including the presence of moisture, alkali and/or hydrostatic pressure.
- Product that has not been installed with the recommended adhesive including high temperature areas where a high temperature adhesive was not used.
- Fading or discolouring from direct sunlight
- Damages through incorrect installation care and maintenance (refer to instructions www.nfd.com.au)
- Water damage, insect infestation, man-made or natural disaster, stains or mechanical damages to the surface that is caused by incorrect treatment, use or storage (especially damage caused by high heel shoes, furniture, stones, pets etc.)
- Colour change and variation from ageing of floor and climatic changes
- Warranty is nullified if product is renovated or repaired after installation (unless repaired by original supplier)
- Any associated costs such as rectification work, removal of fixtures or furniture, painting, accommodation, loss of time and incidental costs
- Stains or reduction in gloss level due to normal use and or exterior application.
- Any product that is installed on a timber or particle board subfloor that has direct contact with outside conditions without the use of a thermal barrier.
- Staining or discolouration caused by the migration of rubber, e.g. rubber furniture protectors or rubber back door mats, etc