

Luxfeel Air Warranty Guide

An inspection of the product must take place for visible defects or variation (colour, quality) to that ordered. Once the product is installed, the warranty will apply only to the defective product. Once installed, any variations in the product will be deemed to have been accepted. A 10% colour variation from sample to supplied product is considered acceptable.

WARRANTY PERIODS:

Note: Once a complaint is recognised and resolved, the warranty period will not be changed.

LIFETIME RESIDENTIAL WARRANTY

Luxfeel Flooring warrants that the quality next-gen hybrid vinyl plank 'Luxfeel Air' will be from purchase date:

- Free from manufacturing defects for the warranty period stated above.
- When installed and maintained according to instructions and subjected to normal residential wear and tear the product is impervious to 'wear through'.
- The product will be stain-resistant to most common household products.

15 YEAR COMMERCIAL WARRANTY

Luxfeel flooring warrants that the quality hybrid vinyl plank 'Luxfeel Air' will be from the date of purchase:

- From the warranty period state above, free from manufacturing defects.
- Impervious to 'wear through' when installed and maintained according to instructions and subjected to normal commercial wear and tear.
- Resistant to stain from most common household and commercial products.

RETURN POLICY

Under the 120 days money back guarantee, flooring must be in original unopened or broken packaging for refund.

In accordance with our terms, customers are eligible for a full refund, subject to a 30% restocking fee. Refunds will only be issued for unopened, undamaged boxes returned to Luxfeel Floorings Distribution Centre. Upon receipt and verification of the returned items, documented evidence such as photographs, emails, and any relevant correspondence will be required to facilitate the refund process. Refunds will be processed directly into the nominated bank account.

CLAIMS

- Warranty only valid for the original purchaser.
- When making a claim, proof of purchase is required.
- Claims for wear must show a minimum 1-inch diameter.
- The guarantee is pro-rated based on the amount of time floor has been installed.
- Contact the authorised dealer where the product was purchased when filing a claim.

RESTRICTIONS

- Agents and representatives of luxfeel flooring are not authorised to assume any additional liability or responsibility of behalf of luxfeel flooring.

EXCLUDED FROM WARRANTY

- Fading or discolouring from direct sunlight.
- Damages sustained through the incorrect installation care and maintenance of the product.
- Water damage, insect infestation, human-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.).
- Changes that occur from ageing and shift in the climate such as colour change and variation.
- If the product is renovated or repaired after installation, the warranty is nulled, unless repaired by the original supplier.

- Warranty is excluded for any associated costs such as rectification work, removal of fixtures or furniture, painting, accommodation, loss of time and incidental expenses.
- Stains or reduction in gloss level due to normal use and or exterior applications.
- If the product is installed on a timber or particleboard subfloor, that has direct contact with outsider conditions without the use of a thermal barrier.

Luxfeel Flooring recommends using products by Peerless Jal to clean and maintain your floors. For further information or questions regarding the products used, please visit www.peerlessjal.com.au.