



## Uber Flor Pty Ltd WARRANTY INFORMATION – HERMOSA RANGE

### Twenty (20) Year Residential Ten (10) Year Light Commercial

Uber Flor Pty Ltd (herein referred to as Uber Flor) hereby notifies that our “HERMOSA” product is supplied with a twenty (20) year “Residential” / ten (10) year Light Commercial “wear” warranty.

The “wear” warranty specifically refers to the promise that during the applicable warranty period, having been subjected to normal use relevant to the applicable installation, the wear-layer will not “wear” through to the print film underneath it, causing print film damage.

#### Twelve (12) months Defects Warranty.

Please note that claims in relation to alleged defective materials, or manufacturing faults, must be lodged within twelve (12) months of the product installation date. Failure to notify Uber Flor of such a claim within this time will be treated as the defect claim having been waived.

This warranty is not transferrable, and is available only to the original purchaser and, where applicable, only for the original installation site.

The liability of Uber Flor under this warranty, is limited to the replacement of warrantable product with the same product (if available) or a product of similar quality and colour. Uber Flor will supply the replacement product free of charge and cover reasonable costs of replacement.

#### Conditions

- ✚ The product must be laid by a nationally qualified LVT (Luxury Vinyl Tile) Installer, of level two (2) or above.
- ✚ It must be laid as per current national standards and, where possible, utilising the latest advancements in installation practices and/or technical developments.
- ✚ In addition, it must be laid as per any recommendations contained in Uber Flor’s “Guide to Installing – Hermosa”
- ✚ The floor must be installed in an installation appropriate to the applicable warranty and must have been regularly maintained using appropriate products and guidelines.
- ✚ Proof of purchase (including installation date) must be confirmed to the satisfaction of Uber Flor.

#### This warranty DOES NOT Cover

- ✚ Incorrectly laid product (including inadequate subfloor preparation).
- ✚ Product from unpaid invoices.
- ✚ Issues caused by misuse of the product, or by use for other than that which the product was designed.
- ✚ Deliberate, accidental or malicious damage.
- ✚ Staining from spills. Burns, abrasion damage or chemical damage.
- ✚ External issues. i.e. Floods, moisture or leaching from subfloors over which this product has been laid. Issues attributable to poor maintenance / lack of care.
- ✚ Discoloration of, or damage to, the print film for any reason other than that set out in this warranty (NOTE: Avoid laying latex or rubber mats over this product, discoloration may occur).
- ✚ Dulling of wear layer due to damage, scratching, wear, indentations, scuffing, etc.
- ✚ Installations more demanding than that stated in this warranty.

#### Australian Consumer Law

This warranty is additional to any and all other legal rights available to you under Australian Consumer Law. Conversely, Uber Flor’s Guarantees cannot be excluded under Australian Consumer Law.

In the event of a “major failure” you are entitled to a replacement or refund. Including any reasonably foreseeable costs for loss or damage.

If the issue does not amount to a major failure (i.e. not of an acceptable quality or unfit for purpose) you are entitled to have the goods repaired or replaced.

ENJOY YOUR NEW “HERMOSA” UBER FLOR!

“Quality Without Compromise”