

Warranty: Kenbrock RESIDENTIAL

HARMONY PLANK/LIVING OAK/LIVING/ARTISAN/GRANGE/TILE/PREMIUM TILE

Kenbrock Pty Ltd provides the warranties set out below on its plank and tile product ranges on the terms and conditions set out in this document.

Wear Out Warranty

Kenbrock warrants that its :

17 **YEAR DOMESTIC WARRANTY**
0.35mm wear layer luxury vinyl plank and tile products (Wear Out Warranty Products) will not wear out for a period of 17 years in residential applications from the date of purchase (Wear Out Warranty Period).

20 **YEAR DOMESTIC WARRANTY**
0.55mm wear layer luxury vinyl plank and tile products (Wear Out Warranty Products) will not wear out for a period of 20 years in residential applications from the date of purchase (Wear Out Warranty Period).

25 **YEAR DOMESTIC WARRANTY**
0.75mm wear layer luxury vinyl plank and tile products (Wear Out Warranty Products) will not wear out for a period of 25 years in residential applications from the date of purchase (Wear Out Warranty Period).

If a Wear Out Warranty Product wears out during the applicable Wear Out Warranty Period, Kenbrock will replace the worn out Wear Out Warranty Product with the same (if available) or equivalent (with the same level of quality in a similar design or colour) product for no fee, provided that, by no later than 30 days from the expiration of the Wear Out Warranty Period, you:

- can satisfy Kenbrock that none of the exclusions identified below apply;
- can satisfy Kenbrock that the Wear Out Warranty Product was installed in accordance with the manufacturer's installation instructions and the AS1884-2012 Code of Practice for the laying of resilient sheet and tile flooring; and
- provide proof of purchase of the Wear Out Warranty Product, by following the procedure for making a claim set out below.

Wear out (and related grammatical expressions) means a complete loss of colour pattern due to wear from normal traffic.

1 Year defects warranty

Kenbrock warrants that its Luxury vinyl flooring (LVT) products (Defects Warranty Products) will be free from in materials and workmanship for a period of one (1) year from the date of first installation of the Defect Warranty Product (Defects Warranty Period). If a Defects Warranty Product is or becomes faulty during the Defects Warranty Period, Kenbrock will replace the faulty Defects Warranty Product with the same (if available) or equivalent (with the same level of quality in a similar design or colour) for free, provided that, by no later than 30 days of the date you identify the defect, you:

- can satisfy Kenbrock that none of the exclusions identified below apply;
- can satisfy Kenbrock that the Defects Warranty Product has been installed, used and maintained in accordance with Kenbrock's written recommendations; and
- provide proof of purchase of the Defects Warranty Product, by following the procedure for making a claim set out below.

Exclusions and restrictions

Exclusions

- Defects 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.
- Discolouration due to UV light, heat sources.
- Defects caused by misuse or abuse of the product including, without limitation, scuffing, scratches, indentions, cuts, gouges, stains and burns.
- Changes in gloss level as a result of normal wear and tear.
- Defects where the product is not maintained in accordance with standard flooring practice for the flooring type and/or as recommended by Kenbrock.
- Colour variations between samples or printed materials and actual production.
- Colour variations within a product design.