

# Palazzo Floorz 25 Year Warranty

**Palazzo Floorz** offers you a Lifetime Structural Warranty.

**Palazzo Floorz** warrants that, under normal residential conditions and with proper maintenance, our products will be free of structural defects such as delamination, twisting and deformation. This warranty does not cover surface wear.

**Palazzo Floorz** offers a 25 year warranty on timber face wear layer. **Palazzo Floorz** warrants that, under normal residential conditions and with proper maintenance, our Robust Lacquer coating system will not wear through within 25 years. Gloss reduction and scratches are not considered wear through and are therefore not covered by this warranty. Please note: Our UV Oiled Finish system is not covered under this warranty. It is mandatory that you look after it as you would with any other regular oil finishing available in the market. It requires regular refinishing at stipulated times according to the **Palazzo Floorz** installation instructions or as and when the UV Oil finished surface becomes dull and faded.

These warranties are offered under the following conditions:

**Installation - Palazzo Floorz floor** is to be installed in strict accordance with the current written installation instructions. Wet Areas - **Palazzo Floorz** is not to be installed in bathrooms, saunas, laundries or any other area in which high levels of steam and or moisture is present.

**Maintenance - Palazzo Floorz** should be maintained in strict accordance with our current written maintenance instructions. Use of cleaning agents such as oils, ammonia-based cleaning liquids, steam mops, etc, will void warranties.

**Limited warranty** The structural and wear warranties for **Palazzo Floorz** as stated above are limited to the original purchaser and may not be assigned or transferred. In the case where a builder make the purchase, this warranty is limited the owner of the floor 1 year after practical completion of works. Structural and wear warranties are subject to the condition that the flooring is suitable for indoor areas and is to be installed and used in accordance with **Palazzo Floorz** installation instructions and maintenance instructions. Exclusions to warranty - The Following are excluded from these warranties. Colour Variation Timber is a natural product and colour variation will occur. Samples, pictures and brochures displayed and or provided are indicative only and will not match the floor installed. Other variations will also occur such as small knots, grain variations, gum/sap marks and mineral marks. All variations are normal and not considered defects; therefore do not form part of these warranties.

**Improper installation - Palazzo Floorz** is to be installed in strict accordance with the current written installation instructions. Improper installations shall void all warranties. It is the sole responsibility of the installer not to install any material thought to be defective. No claim shall be entertained for any materials installed, which has visible defects or damage prior to installation of boards. We will not be

responsible for damages due to poor installation, transportation or storage. All products must be stored indoors at room temperature and protected from the elements.

**Extreme Conditions** The humidity level in the home must be in the 30-65% range throughout the year using humidifiers or de-humidifiers when appropriate. Floors subjected to humidity levels outside the recommended range can cause checking (small cracks in the surface of the timber and or coating). Checking is not considered a product defect and is not covered by the warranties. Abuse or Misuse These warranties do not cover indentations, scratch damage caused by negligence or damage caused by high heel shoes, furniture or equipment, pet claws, pebbles or sand. Water Damage These warranties do not cover damage caused by moisture penetration through the subfloor, flooding, leaking in plumbing, overflowing hydrostatic pressure or other similar water damage. Alterations or Repairs Alterations to the flooring will void any and all except implied warranties. No warranty is provided to cover repairs. Resurfacing and repairs or replacements shall not extend the warranty period. Reinstallation If **Palazzo Floorz** chooses to replace or reinstall warranted planks, the following applies. Unless expressly provided in the warranty description herein, **Palazzo Floorz** is not obligated to provide for, or to incur the costs of, repair or reinstalling defective flooring, or resurfacing or refinishing the replaced surrounding flooring. An obligation to replace or repair does not extend to any sub flooring material, adhesives, supplies or other items consumed in the course of removal, installation or refinishing. Insect Infestation These warranties do not cover any insect infestation once the product has left the factory. The product leaves the factory free of insect infestation.

**Liability Limitations** **Palazzo Floorz** flooring is intended for use in residential settings with light to normal traffic conditions. This statement of warranty is the only warranty, expressed or implied provided by **Palazzo Floorz** for this product. This warranty does not apply to any products designated or sold as B Grade, which is sold "as is" Except as stated herein, no other warranty, expressed or implied is provided, including any warranty of fitness for a particular purpose. No retailer, installer, dealer, distributor, agent or employee has authority to increase the scope or alter the terms or coverage of this warranty. No Agreement to repair or replace shall in any event act to extend the period of coverage of any warranty period. Under no circumstances shall **Palazzo Floorz** be liable or in any matter responsible for any claim, loss or damage arising from the purchase, use or inability to use its products or from a special, indirect, incidental, or consequential damages, including without limitation, lost profits, emotional, multiple, punitive or exemplary damages or attorneys fees, even if **Palazzo Floorz** or its representatives have been advised of the possibility of such damages before the sale. In no event shall **Palazzo Floorz** be obliged to cover the costs of old or new materials other than **Palazzo Floorz** brand product, and any warranty thereto is limited to the warranty, if any, provided by us. In no event shall the liability exceed the amount of defective materials issued by the distributor, sales representative, builder, installer and or retailer. Any claim for warranty coverage must be made within one year of the date upon which the defect first became known or first should have been discovered. All claims must be made in writing, and must include evidence of the purchase date and the identity of the original purchaser and installation location; without such proof, no warranty coverage will apply. This warranty gives you specific legal rights and you may have other rights, which vary, from state to state. Some states do not allow the exclusion or limitation of implied warranties or incidental, consequential, emotional distress or punitive damages, and in such events, the exclusion or limitations set forth above

shall be deemed altered to the least extent possible to be enforceable. Accordingly, some of the above limitations may not apply to you. To obtain services under these warranties, start with the source where you have purchased your flooring.