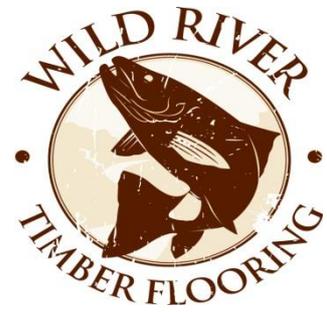




WILD RIVER TIMBER FLOORING



PRODUCT WARRANTY

Congratulations on selecting Wild River Timber flooring.
Our aim is to supply you with a truly unique and beautiful pre-finished oiled, engineered floor.

Instructions for caring and maintaining your timber floor:

All floor coverings will show signs of wear over a period of time depending on the amount of traffic over the floor and the diligence of cleaning and maintaining the floor.

Here are a few tips:-

1. Use “breathable” woven fabric rugs at entry points and in high traffic areas to collect grit in conjunction with externally placed door mats. Grit crushed underneath shoes creates the most wear to a floor surface.
2. Sweep with soft broom or static mop or vacuum regularly. Use a “soft” vacuum head to remove grit and abrasives. At least once a week “damp clean” with a soft cloth. Please refer to Wild River Timber Floor Maintenance Sheet. Do not use any bleach, ammonia or caustic cleaners to clean the floor.
3. Ensure all furniture legs and bases are covered in thick felt or rubber stoppers to avoid scratching. Do not drag heavy furniture over floors.
4. Keep pet’s nails trimmed.
5. Understand that stiletto or sharp heels will leave marks.
6. Remove spills as soon as they occur, especially oil or fat spills.

Structural Warranty:

Your Wild River Timber floor comes with a twenty five year structural warranty. We warrant, to the original purchaser that the product will not delaminate, expand or contract subject to the conditions of the warranty and general exclusions below.

Conditions of Warranty:

1. The flooring system must be installed by an accredited flooring installer in accordance with Wild River installation instructions.
2. With either Glue-down or Floating installations the sub-floor must be level as per AS 1884 – 1985 section 2.1 & 2.2 or relevant new standards. In these instances the underlay or adhesives must be of reasonable quality.
3. If being installed over bearers and joists the exposed underside of the floor must be treated prior to application with a suitable moisture sealer of reasonable commercial quality directly onto the underside of the board.
4. The warranty does not cover damage caused intentionally, recklessly, negligently or by accident
5. Wild River floors are made from timber and may contain variations in colour and grain. Exposure to sunlight may also cause colour variation, as may partial exposure due to placement of rugs, mats, furniture etc. No warranty is offered against these natural characteristics.
6. The warranty is available to the original purchaser only and for the original installation. It is not transferable or assignable and will expire upon the sale or relocation of the installed product or the installation location. In new developments where a builder or developer makes the purchase, the new owner of the dwelling must contact the original installer within 60 days of the property transfer of title to obtain their floor warranty.

7. Apart from the warranties implied by the Trade Practises Act 1974 (Cth) as amended from time to time all other warranties express or implied whether arising by virtue of statute or otherwise are excluded.
8. This warranty shall not apply where the product is laid in “wet areas” such as bathrooms and laundries.
9. This warranty shall not apply where the product is used other than for domestic or household application.
10. Under-floor heating – This warranty covers under-floor heating applications provided the sub-floor temperature does not exceed 24 degrees Celsius during the life of the floor and that the relative humidity levels are maintained at between 35% and 55%. Any Wild River Timber Floor that is installed over underfloor heating requires oiling every 12 months to be covered under warranty
11. Air conditioning – This warranty covers air conditioning use provided the relative humidity levels are maintained at between 35% and 55%. This excludes evaporative cooling
12. Except for costs incurred by the seller in repairing or replacing the floors or by refunding the purchase price, Wild River Timbers will not be liable for any loss and damage suffered by the purchaser including but not limited to the costs of alternative accommodation, the cost of furniture removal, legal costs or damages for physical inconvenience.

General Exclusions:

This warranty does not cover damage to the floor caused by such things as:-

1. Water damage caused by flooding or rainwater runoff as a result of a storm or other acts of God.
2. Water damage from bursting, leaking, discharging or overflowing water or liquids at the installation location.
3. Use of steam mops or unauthorized cleaning products such as ammonia based cleaning products.
4. Spillage of corrosive, chemical or other substances.
5. Failure to clean and maintain the floor in accordance with the guide set out above.
6. Damage caused by insufficient protection from furniture.
7. Damage caused by items such as stiletto or spiked heeled shoes.
8. Damage caused by pets.
9. Faulty or defective workmanship on the part of the installer. This includes areas that are not glued adequately.
10. Not being installed as outlined in the current installation instructions.
11. Noises (squeaks etc) associated with anything other than the manufacture of the flooring.
12. Damage caused by sun or its UV rays.