



LUXURY VINYL FLOORING PRODUCT WARRANTY

AUSTRALIAN CONSUMER LAW

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if goods fail to be of acceptable quality and the failure does not amount to a major failure.

ACCEPTABLE QUALITY

Golden Elite Group warrants the original purchaser that our Luxury Vinyl flooring in the original manufactured state free from structural defects, Structural Warranty for 25 years in residential applications and 10 years for commercial uses. This guarantee is for replacement or refund of the Luxury Vinyl flooring only, no labour (including the cost of labour for installation of the replacement floor) or costs incurred with loss of time, incidental expenses or any other damage. It does not cover damage from improper installation or maintenance, burns, tears, indentations, stains or reduction in gloss level due to normal use and or exterior applications.

25 Year Residential Warranty

Our 25-Year Residential Limited Warranty for Luxury Vinyl means that for 25 years, from the date of purchase, your floor will be free from manufacturing defects and will not wear through or permanently stain from common household stains when installed and maintained according to the Golden Elite Group installation guideline and Golden Elite Group maintenance & care instructions.

10 Year Commercial Warranty

Our 10-Year Limited Commercial Warranty for Luxury Vinyl means that for 10 years, from the date of purchase, your floor will be free from manufacturing defects and will not wear through when installed and maintained according to the Golden Elite Group installation guideline and Golden Elite Group maintenance & care instructions. Improper installation or workmanship should be directed to the contractor who installed the floor.

WARRANTY CONCERNS PRIOR TO INSTALLATION

The owner/installer must inspect all material to ensure that there are no visible defects



and that all materials match the order. Should the person doing the installation determine that the product has any possible defect **please call the supplier immediately** for inspection and possible replacement prior to installation. All questions of product quality are to be addressed prior to installation. Golden Elite Group Pty Ltd makes no warranty or guarantee of the quality of the chosen installer's work or of a particular installation performed by them. It is the sole responsibility of the installer/owner to ensure that site conditions are acceptable for the installation of the flooring. Golden Elite Group Pty Ltd declines any responsibility or material failure resulting from or connected with site conditions or installation methods. This limited warranty is not transferable and is valid only to the original purchaser at the original installation site. Luxury Vinyl floor is warranted for indoor use only.

The product must be stored in a completed building where it is protected from the environment, meaning, the building must have a sub-floor, roof, walls windows & doors in a completed operational state. The product is to be kept in the packaging just prior to installation. Flooring should only be installed in the final stages of a construction and free of other trades.

EXCLUSIONS OF WARRANTY

Damage due to transportation, storage, handling, installation, incorrect maintenance, cleaning with inappropriate tools or any other external causes are not warranted. This limited warranty does not cover indentations, scratches, damage caused by negligence, exposure to extreme heat, accidents, abuse, misuse, or failure to follow all the Golden Elite installation guidelines and maintenance instructions, insufficient protection, improper or unauthorized alterations or repairs to the original manufactured product.

Warranty Claims

This guarantee applies only to the original purchaser and proof of purchase is required for all claims. Claims for wear must show a minimum dime size area. This guarantee is pro-rated based on the amount of time the floor been installed. If Golden Elite Group Pty Ltd accepts a claim under this limited warranty; it will replace the affected material with the same product or another product of equal value. The sole remedy herein is the replacement of all defective product. This limited warranty covers the cost of materials only and does not include labor or any other related costs. Under no circumstances shall Golden Elite Group Pty Ltd be liable for any loss or damage arising from the purchase, use or inability to use this product or any special, indirect incidental or consequential damages. All claims must in writing (including photographic evidence)



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should be mailed to the place of purchase. Any party that commits to floor repair/maintenance without the consent of the Golden Elite Group Pty Ltd will be responsible for the cost of the repair or replacement. All settlements will be accompanied by a waiver signed by all parties.