

PRODUCT WARRANTIES

Manufacturer's Limited 20 Year Residential Warranty

Sunstar Flooring warrants to the original purchaser that the flooring will be free of manufacturing defects, and that the factory applied finish will not wear through*, or timber veneer delaminate, split or structurally deteriorate for 20 years after the date of purchase of the product when used under normal residential traffic conditions.

Manufacturer's Limited 5 Year Commercial Warranty

Sunstar Flooring warrants to the original purchaser that the flooring will be free of manufacturing defects, and that the factory applied finish will not wear through*, or timber veneer delaminate, split or structurally deteriorate for 5 years after the date of purchase of the product when used under light commercial traffic conditions. Heavier traffic areas such as main entry foyers, food preparation areas such as commercial kitchens, and any areas with heavy rolling loads are not recommended, or additional steps should be taken to protect the floor. Feel free to discuss individual situations with the Sunstar Timber Flooring Technical Team.

*Wear through is defined as 100% finish loss over a minimum of 5% of the total installation. Scratches, stains and loss of gloss are not considered as wear through and are not covered by this warranty. If the product wears through, Sunstar Flooring will at its option replace, or refund the portion of the floor in question as covered under this warranty.

Warranty Exclusions

The product must be installed in accordance with the manufacturer's installation instructions as provided over sheet. Failure to do so may result in the warranty being void.

This warranty does not cover labour, unless professionally installed. Nor does it cover other incidental expenses incurred as a result of a covered defect. Sunstar Flooring reserves the right to provide its own labour to undertake repair or replacement works covered by this warranty. Should the original floor be discontinued, Sunstar Flooring will replace defective material with a Sunstar Flooring product of equal or greater value. This warranty is exclusive to the original purchaser and in lieu of all other warranties, expressed or implied, and all other remedies, guarantees or liabilities arising by law or otherwise.

Timber flooring is a natural product with inherent variations. Customers should ensure satisfaction with the product color before installation and may request photos or larger samples. Claims for colour, surface, and grain variations are not accepted after installation. Light exposure can cause slight colour changes over time, which are not covered by the warranty.

Floor squeaks due to unsuitable or uneven subfloors are not considered defects and are not covered. The warranty does not cover damage from negligent installation, care, or maintenance, nor from physical abuse, misuse, indentation, scratching, or cutting. Sunstar guarantees its flooring products are free from insects at the time of supply and does not cover post-installation insect damage. Freight damage after leaving Sunstar warehouses is also not covered.

Sunstar Flooring assumes no liability for incidental or consequential damages. Labor costs are not covered unless professionally installed, nor are other incidental expenses. Sunstar reserves the right to provide its own labour for repair or replacement. If the original floor is discontinued, a product of equal or greater value will be provided. This warranty is exclusive to the original purchaser and in lieu of all other warranties and remedies.

Water Damage

Timber flooring is naturally susceptible to moisture damage and should not be used in specific wet area rooms such as bathrooms or rooms where a floor waste is present.

Steps should always be taken to protect the product from moisture including maintaining a relative humidity level of between 40-60% use humidifiers or dehumidifiers in extreme climates.

Protect product from condensation where the floor meets large windows.

This warranty does not cover damage or deterioration of the product due to water or moisture damage.

Products delivered to a construction site should be stored within 40-60% humidity within the same room as they will be installed and should not be stored in damp garages, carports & basements or against windows or exterior walls as higher levels of humidity and condensation may be present.

Warranty Assessment:

Sunstar Flooring reserves the right to have a representative inspect the floor and remove samples for additional evaluation if needed. No installer, retailer, agent or employee of Sunstar Flooring has the authority to increase or alter the obligations or limitations of this warranty. In the event of a disputed warranty claim Sunstar Flooring reserves the right to request a certified independent inspection (such as www.atfa.com.au), if the product is found not to be faulty the claimant may be liable for the cost of this inspection.

For Warranty Service

To make a claim, you may:

1. Contact your Australian Hardwood Naturals Range retailer who will process your claim through Sunstar Timber Flooring Pty Ltd. OR:
2. Contact Sunstar Timber Flooring Pty Ltd by email info@sunstarflooring.com.au or via Sunstar's helpline 1300 081 999. Proof of purchase is required.

