

# MANUFACTURER'S WARRANTY

## CLASSIC HYBRID FLOORING BY SUNSTAR

### Manufacturer's Limited Lifetime Residential Warranty

Manufacturer of Classic Hybrid by Sunstar referred to herein as 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\*, peel off or delaminate throughout the life of the product when used under normal residential traffic conditions.

### Manufacturer's Limited 10 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\*, peel off or delaminate for 10 years after the date of purchase of the product when used under light commercial traffic conditions. Heavier traffic areas such as entry foyers, food preparation areas such as commercial kitchens, and any areas with heavy rolling loads are not recommended.

This warranty does not cover labour, unless professionally installed. Nor does not cover other incidental expenses incurred as a result of 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 the 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.

\*Wear through is defined as 100% finish loss over a minimum of 5% of the total installation. Scratches and loss of gloss are not considered as wear through. 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.

### Water Damage

Sunstar Hybrid flooring will resist damage from moisture due to wet mopping and everyday household spills. The product is waterproof in terms of water will not damage the product itself, however, when excessive moisture accumulates under flooring/ within buildings, or building materials such as subfloors that may not be waterproof, building damage may occur. Steps should be taken to prevent subfloor water ingress.

The warranty excludes damage resulting from mould and/or mildew growth due to prolonged exposure to moisture.

Flood events may require rehabilitation steps to be taken as advised by a professional installer such as lifting and drying to prevent mildew and mould issues.

### Warranty Exclusions

Sunstar Hybrid flooring is designed to replicate natural variation and timber features. Variations may not all be captured on individual samples. Customers should take care to ensure they are satisfied with the product colour prior to install. Customers can request product photos (or larger samples if available). Claims for colour, surface and grain variations cannot be accepted once the floor is installed.

Slight changes in colour due to exposure to light can occur over time are not covered by the warranty.

Hybrid products are not suitable for external use such as porch or patio areas.

This warranty does not cover damage caused by negligent installation, care or maintenance contrary to written instructions provided by Sunstar Timber Flooring.

This warranty does not cover physical abuse or misuse, indentation, scratching & cutting.

This warranty does not cover Freight damage after leaving Sunstar Timber Flooring warehouses.

Sunstar Flooring assumes no liability for incidental or consequential damages. Some states do not allow the exclusion of limitation for incidental or consequential damages. In that case, these exclusions may not apply to you. This warranty gives you specific legal rights, and you may also have other rights that vary from state to state.

### 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](http://www.atfa.com.au)), if the product is found not to be faulting the claimant maybe liable for the cost of this inspection.

### For Warranty Service

To make a claim, you may:

1. Contact your Hybrid by Sunstar 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](mailto:info@sunstarflooring.com.au) or via Sunstar's helpline 1300 081 999. Proof of purchase is required.

