

Terra-Mater Warranties & Test Reports

Take advantage of our 20 year wear warranty that guarantees your floor surface.

Terra-Mater is synonymous with quality and our passion is to create superior quality flooring that meets all international Quality Control Standards up to and including ISO 9239-1:2002. Terra-Mater offers a Lifetime Structural Warranty, 20 year Domestic Wear Warranty and a 10 Year Commercial Wear Warranty, ensuring you will enjoy your floor for many years to come.

Superior quality flooring by Terra-Mater offers you peace of mind as our product has gone through rigorous testing. Terra-Mater has proven test certificates that cover fire, dry slip, wet slip and emission testing. These certificates can be downloaded from our website should you require detailed information.

www.terramaterfloors.com.au



Commercial Wear
Warranty



Domestic Wear
Warranty



Structural
Warranty

Warranty Conditions

Warranty Conditions:

- **Installation:** is installed in strict accordance with current written installation instructions
- **Wet Areas:** is not suitable for installation in bathrooms, saunas, laundries or any other area in which high levels of steam and moisture are present.
- **Maintenance:** Care guidelines must be adhered to.
- **Non-Assignment:** the warranty is limited to the original purchaser and may not be assigned or transferred.

Lifetime Structural Warranty:

The manufacturer warrants its product from structural defects, delamination, cracking, warping, twisting or any other forms of structural deformation at the time of supply.

Installation instructions must be adhered to so that this warranty applies. Please ask your retailer for these guidelines.

Exposure to excessive moisture caused in any way whatsoever such as flooding, spills, leaks, excessive wet mopping, steam mops, sub-floor moisture or heating may cause distortion within the board and will not be covered by this warranty.

Care should be taken to maintain even indoor humidity and temperature with good ventilation. Excessive heat dryness or exposure to direct sunlight will cause damage to the goods and is considered negligence and is not covered by this warranty.

20 Year Domestic Limited Surface Warranty

10 Year Commercial Limited Surface Warranty

From the date of purchase, the manufacturer warrants to the original purchaser only, that under normal domestic conditions of use the surface will not wear through, during this period warranted.

With proper maintenance, the goods will perform under normal household conditions. Scratches, dents, reduction of gloss (appearance reduction), damage caused

by negligence, urine, animals or high heeled shoes. These are not considered a defect and therefore not covered by this warranty.

All furniture requires felt to be adhered to the underneath to protect the surface of your floor, from time to time this will need to be maintained and checked for wear.

A written notice must be received by the supplier within 30 days of discovery of any defect to be found, along with proof of purchase (date) the identity of wholesaler or retailer and the location of installation.

The supplier will acknowledge within 30 days the receipt of written notice and must be given the opportunity to inspect the floor prior to any repair or replacement is to take place.

Warranty Exclusions:

Terra-Mater for the purpose of this warranty will be referred to as 'the supplier' Breach of Warranty Conditions - any breach of warranty conditions will void the warranty.

Colour Variation - oak is a natural product and colour variation will occur between samples and what the supplier has delivered and installed. Samples displayed or provided are indicative only and within normal industry standards, and no warranty is given that such samples will match the floor installed. Other variations will naturally occur such as small knots and grain variation. These variations normally present in

oak, are not considered defects and will not form the basis of any claim under warranty.

Oak may also experience some surface checking (hairline cracks) this too is part of all natural products and not covered by warranty.

Sub-Floor Heating - Terra-Mater is suitable for installation over sub-floor heating. However specific installation instructions must be followed or the warranty will be voided.

Extreme Conditions - as oak is a natural product, the humidity level in the home must be in the 30% - 75% range throughout the year, using dehumidifiers or humidifiers as appropriate.

Misuse - the warranty does not extend to damage caused by moisture penetration through the sub-floor, other flooding, leaking, plumbing, overflowing, hydrostatic pressure or any other water damage.

Alterations - where floor or sub-flooring has been altered, repaired, resurfaced or replaced no warranty will apply except to the extent implied by law.

Insect Infestation - the supplier warrants that it sells oak flooring free of insect infestation, this warranty does not cover any insect infestation occurring after the product has been sold.