



WARRANTY

COMFORT STONE Vinyl Tile Warranty

Residential Warranty 25 years

Our Residential Limited Warranty for vinyl plank means that from the date of purchase, your floor will be free from manufacturing defects and will not wear through when installed and maintained according to instructions supplied by the supplier and in accordance with Australian Standards AS1884:2021. Improper installation or workmanship should be directed to the contractor who installed the floor.

Medium Commercial Warranty 15 years

Our Commercial Warranty for vinyl plank means that from the date of purchase, your floor will be free from manufacturing defects and will not wear through when installed and maintained according to instructions supplied by the supplier and in accordance with Australian Standards AS1884:2021. Improper installation or workmanship should be directed to the contractor who installed the floor.

Pre-installation Limited Warranty

Your installer should inspect the product before installation of the boards and make sure it is free of visual defects. Any pieces that appear to have defects should not be installed. The manufacturer/agent will not be responsible for any claim for product installed with visual defects.

EXCLUSIONS TO LIMITED WARRANTY

- Dissatisfaction due to failure to follow the installation or maintenance instructions.
- Damages resulting from misuse or abuse including, but not limited to, flooding, scratches, cuts, burns, stains, indentations, improper or insufficient maintenance, and lack of proper floor protectors.
- Damages or failure of the floor to adhere to the subfloor resulting from excessive moisture, alkali and / or hydrostatic pressure.
- Gapping caused by subfloor movement.
- Colour variations between samples or printed illustrations and the actual production runs.
- Discoloration due to sunlight/UV rays or use of rubber-backed mats, coco-fiber mats, solvent-based polishes or cleaners, or asphalt tracked in from driveways etc.
- Colour change and variation due to ageing of floor and climatic changes.
- Reduction of gloss from use.
- Residential or Commercial installations with heavy wheeled vehicle traffic that permanently indents, or damages the flooring. This limited warranty is made solely to the original purchaser and is on a pro-rated base on the amount of time your floor has been installed.
- The warranty is not transferable under any circumstances and applies to the original purchaser only.