

Limited Liability Structural Warranty

- UB Trading Pty Ltd offers a limited liability warranty on our Aqua Stone SPC flooring.
- We offer a 30 years limited liability residential use warranty.
- We offer a 20 years limited liability light commercial use warranty.
- We are confident in our product quality and manufacturing techniques. We are able to offer one of the best limited liability warranties on the market.
- Our product comes with guarantees that cannot be excluded under the Australian Consumer Law.

Limited Liability Surface Warranty

- We offer a 30 years limited liability surface residential use warranty.
- We offer a 20 years limited liability surface light commercial use warranty.
- We offer a limited liability surface warranty to the original purchaser from date of sale.
- The product shall be free of manufacturing defects.
- The finish will not wear to raw material within 25 years if the product is used as intended.
- The correct maintenance and installation procedures must be followed for the product to be covered under this warranty.
- Gloss / finish reduction, fading and scratches caused by regular traffic are not considered wear through and are not covered by this warranty.
- This warranty applies to interior residential and light commercial construction only.
- We will consider a refund equal to the purchase price (the amount as purchased from UB Trading, not any other resellers price).
- A minimum of 10% of the total installed surface area must be affected for the warranty to apply.

Notes / Conditions:

The original purchaser of the flooring is offered the warranty. This warranty only extends to first owner and first owners' site of installation. The warranty is not transferable in the event of a property sale. It is the owners obligation to provide proof of purchase, including date of purchase, point of purchase, sellers details, quantities purchased and any other relevant details pertaining to the claim. Products will not be covered under this warranty if proof of payment cannot be provided. The owner must also prove he / she is the original purchaser. The owner must also prove / demonstrate the floor is at the original installation site.

- This product is warranted for indoor use only.
- This product is suitable for wet areas such as kitchens, laundries, bathrooms, toilet and powder rooms.
- This product is not recommended to be used in a shower recess.

- Aqua Stone SPC flooring water absorption rate is at 0.01%.

The flooring must be properly stored (at all times between purchase and installation) according to installation instructions.

It is the sole responsibility of the owner (product owner) to determine if the appropriate steps have been taken in the preparation of the floor / surface prior to installation.

It is the sole responsibility of the owner to determine if the environmental conditions and site conditions are suitable for the product.

The planks must be inspected prior to use / installation and any planks deemed not fit for purpose should not be installed and will not be covered by warranty provisions if installed. Once the product has been installed it is deemed that the product has been accepted by the purchaser / owner.

Product Major Failure:

- Where product fault is reported, assessment will be conducted by a representative from UB Trading and if the fault is assessed as a major failure (production failure) that could not have been seen or detected by the installer / owner prior to installation then product replacement or refund (amount as invoiced from UB Trading to reseller) will apply. The details will be advised to the reseller prior to commencement of repair or replacement works.
- Product replacement is the supply of new product (same as or equal to) the product supplied (subject to availability). A product refund shall be the amount equal to the invoice by UB Trading to the reseller.
- This warranty will not cover any repair or replacement work performed prior to written consent from UB Trading.
- Costs associated with repair or replacement under warranty will only cover replacement materials for amounts as determined between UB Trading and the reseller. Other associated costs such as labour and disposal will not be covered by warranty provisions however provision for reasonable costs will be assessed by UB Trading on a case-by-case basis and agreed with the reseller prior to commencement of any repair or replacement works.
- This warranty will not cover product failure due to site conditions including but not limited to, poor or inadequate substrate preparation, poor installation techniques, unsuitable site environmental conditions, poor care and maintenance procedures, poor storage and handling processes.

All expenses related to a warranty claim are the responsibility of the consumer making the warranty claim.

All claims must be made in writing. All claims must be made within 30 days from date of issue detection. All claims must be made with UB Trading. Claims must state the nature of the fault / claim in detail. The owner must give UB Trading the opportunity to process the claim. The owner must give UB Trading the opportunity to examine the product and the site of installation. The owner must give UB Trading the opportunity to thoroughly investigate the claim prior to taking any further action.

The owner must not undertake any repair, removal or replacement of any product under claim without written consent from UB Trading.

If you are unsure or have any questions relating to the correct maintenance and installation procedure please contact the seller or a professional installer.

Relative humidity in the area of use must be maintained within a range of 30% to 50%. Room temperature of 15-30°C is recommended.

Heating and cooling: all mechanical systems must be compatible with SPC floating flooring. Internal temperature and humidity controls need to be aligned to match performance guidelines for SPC floating floor product. Evaporative cooling systems must be installed with adequate ventilation and operation should be as per system recommendations.

Warranty Exclusions

The manufacturer's warranty does not cover the following:

- Indentations, scratches, damage caused by negligence or accident, water ingress, insect infestations / damage, animals, high-heeled or spiked shoes, urine and high traffic areas.
- Failure to protect the floor from moisture from the subfloor and other sources.
- Exposure to excessive heat, sunlight or improper humidity in the environment.
- Improper maintenance, insufficient protection or misuse.
- Where subfloor heating is used and causes issues.
- Improper alterations to the original manufactured product. Alterations or repairs to the manufacturer's original product will void any and all warranties.
- Changes in colour or appearance due to full or partial exposure to sunlight, weather, ageing or refinishing.
- Failure due to structural changes in the subfloor, settling of the building or an uneven subfloor that has not been adequately levelled (+/- 3mm over 3m).
- Damage from evaporative cooling.
- Failure to maintain adequate ventilation. Most commonly, this may result if areas of floor are closed off for extended periods of time causing excessive heat leading to moisture loss and damage to the floor.

This warranty will not cover any scratches, any reduction in shine or colour.

This warranty will not cover the product if correct maintenance and cleaning procedures are not followed.

This warranty will not cover the product if correct installation and floor preparation procedures are not followed.

This warranty will not cover any third party damage or abuse.

This warranty will not cover any product installed with defects.

This warranty will not cover claims related to installation, cupping / warping (due to substrate movement / warping), flooding, mould, insect infestation, sun damage, site conditions, substrate moisture problems.

This warranty will not cover claims related to any natural events, earthquakes, floods, tornados, or any other event not mentioned.

The warranty will only cover product installed by a suitably qualified and experienced installer.

This warranty will not cover the product if the product has been subjected to abuse.

Products will not be covered under this warranty if there have been breaches of the terms and conditions of sale.

It is the owners responsibility to comply with all the requirements of this warranty.

UB Trading Pty Ltd shall not be liable for any repair or replacement of any product organised by the owner.

This warranty will not cover any agreements entered into by a reseller and the owner.

This warranty will not cover any claims or promises (written or verbal) made by a reseller or installer.

Products will not be covered under this warranty if UB Trading has not received full payment for the products.

This warranty will not cover unusual manmade or natural disasters, including but not limited to – plumbing issues, fire, flood, earthquake or standing water occurring during or after installation.

This warranty will not cover damage caused by heavy objects and furniture such as bookcases, billiard tables or kitchen units which should not be situated on any floating installation. This can lead to the floor failing to respond to contraction and expansion, which can cause squeaking and possible failure.

Force Majeure UB Trading shall not be liable for any loss, damage, delays, changes in shipment schedules or failure to deliver caused by accident, fire, strike, riot, theft, civic disturbance, or any other occurrence preventing the performance of the company or delivery of work and no responsibility shall be attached to the company for any of the above causes or to any other cause beyond the control of UB Trading.

Warranty and associated documents:

UB Trading reserve the right to update this document or associated documents without notice. It is the reseller / owners responsibility to confirm they have the latest documents.