

Oneflor-Europe Warranty Certificate

1st January 2017 v.1.0

ECO30

**ONE
FLOR
EUROPE**

Oneflor-Europe Consumer Products

ECO30

Scope

Covered by this warranty are the floor coverings in the ECO30 range intended for residential and commercial use marked specifically in a way committing ECO30.

Validity Period

The warranty duration for ECO30 is 5 years domestic & 10 years commercial as stated for its levels of usage. The start of the warranty is at the date of purchase of the covering by the consumer, shown on an invoice produced by the retailer, clearly mentioning the reference and the selection of the covering properties.

Warranty

The only coverings guaranteed are those classified as perfects and used according to the state of art and ECO30 specifications (a note is attached to this document), and this applies to rooms for domestic or commercial use according to each product's specific warranty details and periods.

The following is covered by the ECO30 Warranty:

- Apparent defects, indicated to ECO30 or to the retailer prior to laying, such as: appearance defects, structural defects, indelible stains, defects on the backing other than back printing
- Manufacturing defects, indicated to ECO30 or to the retailer during the warranty period, causing after a time an abnormal change such as early wear (beginning of the pattern legibility loss).

The following is excluded from the ECO30 warranty:

1. Products sold in a quality other than perfects.
2. Defects caused by an installation which is not according to laying instructions specified by the Manufacturer or Australian standards.
3. Mishandled or unsuitably stored products or products subjected to a use other than domestic use.
4. Products damaged during transportation outside ECO30's responsibility or in any other way outside ECO30's responsibility.
5. Products which are cut or laid with an apparent defect.
6. Products having been unsuitably maintained, in a way not complying with the maintenance instructions specified by ECO30.
7. Products for which deterioration, leading to their replacement, is caused by subfloor unevenness.
8. Differences in colour, gloss and embossing structure between the products sold and the pictures or samples and, in the case of purchasing contracts, differences in manufacturing, including colour differences between different production batches.
9. Damages caused by stains, burns, cuts, grooves, friction, accidental indentations, loss of colour caused by carpet backs, painted surfaces, yellowing related to an external product (asphalt, tar...).
10. Damages caused by stiletto heels and unprotected legs of tables and chairs.
11. Defects and damages caused by circumstances outside ECO30's control.
12. Loss of colour or damages caused by outside sources, including water, leaks, flooding, heat and very strong sunlight.
13. All products can possibly have colouring caused by furniture rubber feet which is likely to leave indelible marks; otherwise, place rigid cups under the feet. Colouring caused by the feet of waxed pieces of furniture likely to leave indelible marks; otherwise, protect any sensitive part using felt pads.

Conditions of application

Any defect shall be indicated to ECO30 or the retailer immediately after it is found.

The defect shall be acknowledged after examination of the covering by an ECO30 representative or a duly qualified authorised agent. ECO30 reserve their right to require a sampling showing the defect found in order to analyse it in their laboratories.

Conditions of compensation

For any defect found on a product covered by the ECO30 warranty and conforming to the criteria of cover and application, and further to the file being accepted by the ECO30, compensation shall be granted. Such compensation covers the purchase price for the covering, excluding the taking up cost, the installation dismantling cost (partitions, furniture, ...) the cost of laying and of material possibly used for laying (glue, skirting boards, ...) and is broken down as follows:

Period after purchasing, during Rate of reimbursement which the defect was found for the covering

For 10 years

- ≤ 2 years = 100%
- ≤ 4 years = 75%
- ≤ 7 years = 50%
- ≤ 10 years = 20%

For 5 years

- ≤ 2 years = 80%
- ≤ 3 years = 60%
- ≤ 4 years = 40%
- ≤ 5 years = 20%

Any claim under this warranty must be made within above stated years of the date of purchase of the product. To make a claim under warranty, take the product (with proof of purchase) to the store where you purchased the product or contact Oneflor. Oneflor will pay your reasonable direct expenses of claiming under this warranty.

You may submit details and proof of your claim to Oneflor for consideration. This warranty is provided in addition to the other rights and remedies you may have under law; our goods come with guarantees which cannot be excluded under the Australian Consumer Law.

You are entitled to replacement or refund for a major failure and to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

This warranty is given by:
Oneflor-Europe / PR Floors. ABN 44 009 964 658
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