

Polystyl Guarantee Certificate

1st January 2017 v.1.0



Polystyl Consumer Products

City, Origin, Lumina, Agora, Forum+

Scope

Covered by this guarantee are all the floor coverings in the Polystyl range intended for residential use marked specifically in a way committing Polystyl.

Validity Period

The guarantee's duration varies according to the products and may be up to 5 yrs., 10 yrs. and 15 yrs. depending on the qualities, the profiles produced and the use recommended by Polystyl.

The start of the guarantee is at the date of purchase for the covering by the consumer, shown on an invoice produced by the retailer, clearly mentioning the reference and the selection of the covering properties.

Guarantee

The only coverings sheet guaranteed are those classified as perfects and used according to the state of art and Polystyl's specifications (a note is attached to this document), and this applies to rooms for domestic or commercial use. Dependant on individual products specifications and ratings.

The Following Criteria are Covered by the Polystyl Guarantee

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

The Following Criteria are Excluded from the Polystyl Guarantee

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 Polystyl's responsibility or in any other way outside Polystyl'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 Polystyl.

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 i.e. asphalt, tar, etc..

10. Damages caused by stiletto heels and unprotected legs of tables and chairs.

11. Defects and damages caused by circumstances outside Polystyl's control.

12. Loss of colour or damages caused by outside sources, including water, leaks, flooding, heat and very strong sunlight.

13. All products without EXTREME or SUPREME Surface Protection can 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 Polystyl or the retailer immediately after it is found.

The defect shall be acknowledged after examination of the covering by a Polystyl representative or a duly qualified authorised agent. Polystyl 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 Polystyl guarantee and conforming to the criteria of cover and application, and further to the file being accepted by the Polystyl, compensation shall be granted.

Such compensation covers the purchase price for the covering, excluding the taking up cost, the installation dismantling cost i.e. partitions, furniture etc., the cost of laying and of material possibly used for laying i.e. glue, skirting boards etc., and is broken down as follows.

For 15 years

- ≤ 2 years* = 100%^Δ
- ≤ 4 years = 80%
- ≤ 6 years = 60%
- ≤ 10 years = 40%
- ≤ 15 years = 20%

For 5 years

- ≤ 2 years = 80%
- ≤ 3 years = 60%
- ≤ 4 years = 40%
- ≤ 6 years = 20%

For 10 years

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

* Period after the product was laid,

Δ Percentage of the reimbursement cost for the affected area.

Issued 1st January 2017 v.1.0
page 1 of 2

Polystyl Guarantee Certificate con't.

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Any claim under this warranty must be made within 25 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 Tarkett.

Tarkett will pay your reasonable direct expenses of claiming under this warranty. You may submit details and proof of your claim to Tarkett 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 guarantee is given by

Tarkett

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Polystyl is distributed in Queensland by

PR Floors Pty. Ltd.

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