

# Product Guidelines Warranty



Phone 07 5526 7399  
Website [www.cleverchoice.com.au](http://www.cleverchoice.com.au)  
Office Unit 5/12 Strathaird Road, Bundall, QLD, 4217  
Warehouse Unit 1/164 Adderley Street West, Auburn, NSW, 2144  
Laminate | Bamboo | Hydro | Hybrid | Australian Timbers | Oak | Underlay | Accessories

## Wear Warranty

### **Residential Wear Warranty**

*(Residential - designed for people to live in, a private residence, quieter traffic in these areas)*

All Clever Choice Flooring is warranted with a 30-year Residential Wear Warranty to the original purchaser, effective from the date of purchase.

### **Light Commercial Wear Warranty**

*(Light Commercial - includes offices, hotels, boutique retail stores, multi-residential buildings, restaurant, rental tenants of residential properties)*

All Clever Choice Classic Laminate, Hybrid XL, European Oak, Australian Timbers & Bamboo Flooring is warranted with a 5 year Light Commercial Wear Warranty to the original purchaser, effective from the date of purchase.

All Clever Choice Hydro & Hybrid Superior Flooring is warranted with an 8 year Light Commercial Wear Warranty to the original purchaser, effective from the date of purchase.

## What the Wear Warranty covers

This warranty covers wear through of the surface, decorative layer, the solid veneer of the floor, show-through of the HDF, SPC or multilayer core) in any single area greater than 1cm<sup>2</sup>. Clever Choice Product Guide Installation instructions must be followed closely when installing your Clever Choice floor and Care & Maintenance Guidelines should be followed at all times after installation. These instructions can be obtained from our Website [www.cleverchoice.com.au](http://www.cleverchoice.com.au) or by contacting your Clever Choice Retailer (place of Purchase) at any time.

## Waterproof Surface Warranty

Clever Hydro has a high-density Hydro core combined with carbon and wax for increased moisture-resistance, and additional wax applied to the click edges. This provides moisture protection for up to 96 hours. Clever Hybrid has a Stone Plastic Composite Core preventing water ending the board. All Clever Choice Hydro & Hybrid Flooring is sold with a 10 year Waterproof Surface Warranty from the date of purchase.

## What the Waterproof Surface Warranty covers

This warranty covers the damage to the surface of your Clever Choice Hydro & Hybrid Flooring caused by water. The only exclusions to this warranty occur in the event of an appliance failure, continuous source of moisture or full flood/deluge of the floor. Water protection applies only to surface-level moisture exposure, these products are not waterproof and not to be used in replacement of a moisture barrier. This surface protection does not include protection from continuous water exposure for a period longer than stated above, flooding, or water entering through the core from the underside by subfloor moisture exposure. Again, both Clever Choice Product Guide Installation Instructions and Care & Maintenance Guidelines must be followed.

## All Pet Warranty

All Clever Choice Hydro & Hybrid Flooring is sold with an All Pet Warranty, covering damage to the surface of the laminate flooring caused by regular household pets. Clever Choice warrants these ranges against surface damage by Urine, faeces, vomit or scratching from any household pet for a period of 10 years from the date of purchase.

## Structural Integrity Warranty

Clever Choice warrants its product in its original manufactured condition is free from defects in material and workmanship, including lamination, assembly, dimension and grading. This may not apply to special or non-standard grade specifications as advised at the time of sale.

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## What these warranties do not cover

- Water damage to the floor as a direct result of flood/deluge or appliance failure, or improper installation or maintenance.
- Scratches, chips or indentations to the surface of the floor or any other damage caused by mechanical means, misuse or abuse. Damage, intentional or accidental, caused by stiletto heels, dragged objects, heavy furniture, sand, stones, castor wheels, dropped items etc are also excluded, as are surface marks and permanent stains.
- Gloss reduction or colour change caused by long periods of direct sun exposure.
- Wear that may be associated with improper installation or improper maintenance.
- Of course, boards that are visibly faulty or could have reasonably been deemed visually or structurally inappropriate prior to installation should not be installed and are therefore also not covered by this or, to the extent allowed by law, any other warranty.
- Installation of boards or underlay that had a visual or audible defect at the time of installation.
- The use of steam mops voids this warranty.
- Changes in colour or appearance (aging or coating) due to full or partial exposure to sunlight, weather, excessive heat, moisture or improper humidity and temperature control, contributed to or caused by lack of window coverings, awnings or airflow in the installed area
- Exposure to chemicals, acids, adhesives or rubber.
- Alterations to original manufactured specifications for coating and suitability for purpose. Unauthorized alterations or repairs to the original product (which will void all warranties).
- Failure due to structural changes in the subfloor, settling of the building or uneven subfloor that has not been adequately levelled.
- Squeaking and creaking where any vertical movement is present, either due to unlevel subfloor or boards being under pressure during natural movement. Your floors may naturally creak or squeak in areas affected by pressure or movement.
- Boards with a brushed finish by design have a rustic and non-uniform appearance. Tolerances at board edges and ends are increased when boards are brushed. Large or irregular gaps at board joins are to be expected and boards installed are deemed to have been accepted
- Damages caused by other trades within the same project
- Labour charges are not covered for any installation that has not been professionally installed by a suitably qualified floor installer in the first instance. This includes DIY installations. In the instance of professionally installed floors, reasonable labour charges to repair or replace the flooring, at the sole discretion of an authorized Clever Choice Floors Representative, are covered under warranty.
- Any costs associated with any rectification work required other than the supply of new flooring and scotia
- if necessary should a warranty claim be acknowledged. Re-painting, removal of fixtures or furniture, accommodation and any other similar cost is specifically excluded from this warranty.

## Who is covered?

The original purchaser is covered. In the case that a builder or developer purchases the flooring, the occupant of the residential home 12 months after purchase of the flooring will be entitled to cover under this warranty, effective from the date of the initial purchase. The warranty only becomes effective when full payment for the product has been made.

## How to evoke a claim?

To evoke a claim under this warranty, communication with the retailer that the flooring was purchased from must be made within 30 days of noticing the problem. Proof of purchase will most often be required when contact with the retailer is made. The retailer will then contact the authorised Clever Choice Distributor to arrange an inspection of the flooring installed, shortly after which a determination will be made regarding the warranty claim. Only duly authorised representatives of the manufacturer/distributor can authorise a claim. If a claim is authorised, remedies will be tailored to suit individual circumstances. Remedies can vary depending on the condition of the floor and warrantable area from full floor replacement to the repair of individual boards. The remedy on each claim will be at the sole discretion of Clever Choice ("Paxwood Pty Ltd"). Should board replacement be necessary, new boards from the current batch will be supplied to replace or repair boards. This warranty is in addition to and has no impact on, statutory rights of any purchaser. Claims must be lodged by contacting the retailer from where the flooring was purchased within 30 days of the problem being noticed.

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## Australian Consumer Law

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if goods fail to be of acceptable quality and the failure does not amount to a major failure. Acceptable Quality Clever Choice Flooring is fit for use in internal environments/installations and should not be used externally. Furthermore, Clever Choice Classic Laminate, Hydro, Hybrid and Bamboo should not be directly glued /adhered or pinned to a subfloor and must be installed as a floating floor. These Flooring ranges should be installed in a "laminate flooring friendly environment" in which the area is occupied, protected from direct heat and sunlight and where heating and cooling systems are in place and used to control the internal temperatures and humidity. Careful attention should be paid to relevant installation instructions and care and maintenance guidelines as failure to adhere to recommendations may result in flooring failure.

### Your installation obligations

At all times between purchase and installation, the flooring must be properly stored according to Clever Choice's Product Guidelines | Installation Instructions. You must install the product in accordance with any minimum Australian Standards. If a product is thought to be defective by the installer, that person needs to STOP and contact the reseller or Clever Choice immediately. The installation will be taken as acceptance of the appearance, relating to features visible at the time of purchase/installation. The installer will be responsible for any costs relating to the rectification of products installed with visual or audible faults.

### Your care obligations

Your flooring must be maintained in accordance with Clever Choice's Product Guidelines | Care & Maintenance.

## Major Failure

Clever Choice Flooring is resistant to chips, scratches, stains and wear but not "proof" in any respect (i.e. scratch-proof) and reasonable care should be taken to avoid scratching chips & damage from occurring. In addition, some gloss variation between boards installed may occur. Clever Choice products as listed below

**Classic Laminate & Hydro** is made using High-Density Fibreboard in the core,

**European Oak and Australian Timber** is made using a multilayer timber plywood core

**Bamboo** is made using Bamboo Strand woven fibres in the core

are wood-based materials that can be susceptible to seasonal movement, creating small gaps between the joins of each board.

Note that small gaps, gloss variation, scratches and chips are NOT considered major failures. They are considered part of purchasing a laminate, hydro, Hybrid, timber or bamboo floor. These definitions are not intended to reduce or diminish the statutory rights of any purchaser.

As these warranties for Clever Choice Flooring deal only with the manufactured goods, installation warranties should be sought from the installation company or individual completing the installation.

The warranty will be made void if unusual man-made or natural disasters, including leaks, broken plumbing, fire, flood, rising water, earthquake or standing water occur during or after installation.

## Further Information

Further information on any aspect of this Warranty can be obtained from;

Clever Choice (Paxwood Pty Ltd)  
Suite 5 / 12 Strathaird Road  
Bundall QLD 4217  
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Email: [admin@cleverchoice.com.au](mailto:admin@cleverchoice.com.au)