

Hybrid flooring is 100% waterproof for indoor use only and should be installed by a professional flooring contractor. The installation process and method selected is the responsibility of the contractor. You must be satisfied that the contractor is qualified to conduct your flooring installation.

Product must be inspected prior to installation for visible defects and or variations (colour, quality). Any defects will be deemed to have been accepted if installed. A 10% colour variation from sample to supplied product is considered acceptable.

General Conditions

1. This warranty applies to new Volare Hybrid floors and professionally installed in accordance with the manufacturers Installation Instructions and used indoors in a residential premise.
2. This warranty is only provided to the original purchaser of the floor, or if the original purchaser is a builder or developer, to the owner of the residential home and is not transferrable.
3. This warranty does not apply to floors installed in areas/rooms with built in drains (e.g. showers)
4. This warranty does not apply if windows and large door openings are not UV protected with sun blinds, drapes or similar. These types of window & door treatments should be in place prior to or immediately after occupancy.
5. This warranty does not cover labour charges associated with any rectification work. In some cases, reasonable labour costs may be considered, at the sole discretion of the authorised Volare representative.
6. Movement noises are a natural characteristic of floating floors. Movement noises are excluded from this warranty.
7. Skirting installed post flooring installation must have a minimum 2mm gap between the floor and the skirting to allow movement. (No silicone or caulking to the expansion gap) If less than 2mm then warranty is voided.

In addition to any rights available under Australian Consumer Law, which may exceed the rights under this warranty, Volare guarantees that, when used in a residential premises in accordance with the General Conditions and Care and Maintenance Guide set out below, your flooring will perform as detailed for up to 25 years following the original installation date.

8. This warranty does **NOT** cover:
 - a) Improper installation (e.g. failure to provide expansion joints, failure to properly engage click system).
 - b) Damage caused using underlayment for flooring with a pre-attached pad.
 - c) Improper maintenance in accordance with the recommendations described in the Volare Hybrid Floors care and maintenance guide.
 - d) Damage arising due to the exposure of the floor to extreme temperatures including excessive direct sunlight. Volare floors should be protected from extreme temperatures and strong direct sunlight using temperature and humidity control (recommended temperatures 10° - 30°C and relative humidity levels between 30% and 70%)
 - e) Damage caused by stress, accidents, misuse (anything beyond normal residential use), sand, stones, dragging items, heavy furniture, or chairs with wheels that are not used with protective mats. Chairs with roller or caster wheels must be placed on protective mats to prevent wear from grit and pressure.
 - f) Damage directly associated with excessive moisture such as flooding, persistent moisture, (either to the surface or water/moisture trapped beneath the floor)
 - g) Improper alterations to the original manufactured product. Alterations, repairs, refinishing, or reinstallation to the original product will void all warranties.

Limited Warranty Period

If any part of your floor fails to perform in accordance with this warranty, then, in addition to any rights you have under the Australian Consumer Law, Volare will supply product free of charge the following percentage (from the date of Installation) In quantity of an order for replacement Hybrid Flooring of the same or comparable quality to replace the affected area of the floor.

Year in which the claim is made (calculated from the date of installation)	Percentage
Year 0 to 1	100%
Year 2 to 5	80%
Year 6 to 10	70%
Year 11 to 16	40%
Year 16 to 18	20%
Over 20 years	10%

You will be responsible to pay the retailer the balance of the flooring and the installation costs. Volare will not reimburse or pay for your time associated with making the claim, any electrical, plumbing, gas fitting the cost of cleaning, repainting, expert advice, obtaining quotations, accommodation, moving or replacing furniture, equipment or fittings or the disposal of flooring or packaging (subject to any additional remedies you may have under the Australian Consumer Law).

Homeowner Obligations

To maintain and protect your coverage under the terms of this warranty, you must:

- Keep proof of purchase in the form of a receipt, bill, invoice, or statement from the retailer, showing the price, you paid for the hybrid flooring, together with proof of installation date.

- If your home was built by a builder and you are within your 10-year builders warranty, please contact your builder directly.
- Have your hybrid flooring installed in accordance with the Hybrid Installation Guidelines and professional flooring contractor.
- Maintain your Hybrid flooring with Volare Care & Maintenance Guide.

Making a Claim

Any Claim must be made in writing within 30 days of the defect having become evident. Volare reserves the right to arrange an on-site inspection before recognising any claim. It will be of assistance to describe the specific problem, the date of installation and where possible, include photos and a copy of your invoice.

