

Engineered Oak

Classic Collection

by Create Timber Floor

MANUFACTURER'S WARRANTY

Manufacturer's Limited 20 Year Residential Warranty

Create Timber Floor, the manufacturer of Engineered Oak flooring, warrants to the original purchaser that the flooring will be free of manufacturing defects, and that the factory-applied finish will not wear through, peel off, or delaminate throughout the entire life of the product when used under normal residential traffic conditions.

Manufacturer's Limited 5 Year Commercial Warranty

Create Timber Floor warrants to the original purchaser that the flooring will be free of manufacturing defects, and that the factory-applied finish will not wear through, peel off, or delaminate for a period of 10 years from the date of purchase, under conditions of light commercial traffic. Please note that heavier traffic areas such as entry foyers, commercial kitchens, and locations with heavy rolling loads are not recommended for this product.

This warranty excludes coverage for labor costs unless the flooring was professionally installed. It also does not cover other incidental expenses incurred due to a covered defect. Create Timber reserves the right to provide its own labor for repair or replacement work covered by this warranty. In the event that the original flooring is discontinued, Create Timber will replace the defective material with a Create Timber product of equal or greater value.

This warranty is exclusive to the original purchaser and replaces all other warranties, whether express or implied, as well as any other remedies, guarantees, or liabilities arising by law or otherwise.

*Wear through is defined as 100% loss of finish over at least 5% of the total installation area. Scratches and loss of gloss are not considered wear through. If the flooring wears through, Create Timber will, at its discretion, either replace or refund the affected portion of the floor covered under this warranty.

Warranty Assessment

Create Timber Floor reserves the right to send a representative to inspect the floor and take samples for further evaluation if necessary.

No installer, retailer, agent, or employee of Create Timber Flooring has the authority to expand or modify the obligations or limitations of this warranty. In the event of a disputed warranty claim, Create Timber Floor reserves the right to request an independent certified inspection. If the product is determined not to be at fault, the claimant may be responsible for covering the cost of this inspection.

For Warranty Service

To make a claim, you may:

Contact: Create Timber Floor
Email info@createtimberfloor.com.au
Phone: 03 9558 6191. Proof of purchase is required

Water Damage

Timber flooring is naturally susceptible to moisture damage and should not be used in specific wet area rooms such as bathrooms or rooms where a floor waste is present.

Steps should always be taken to protect the product from moisture including maintaining a relative humidity level of between 40-60% use humidifiers or dehumidifiers in extreme climates.

Protect product from condensation where the floor meets large windows.

This warranty does not cover damage or deterioration of the product due to water or moisture damage.

Products delivered to a construction site should be stored within 40-60% humidity within the same room as they will be installed and should not be stored in damp garages, carparks & basements or against windows or exterior walls as higher levels of humidity and condensation may be present

Warranty Exclusions

Timber flooring is a natural product where variation and features are part of the design. Variations may not all be captured on individual samples. Customers should take care to ensure they are satisfied with the product colour prior to install. Customers can request product photos (or larger samples if available). Claims for colour, surface and grain variations cannot be accepted once the floor is installed.

Slight changes in colour due to exposure to light can occur over time are not covered by the warranty.

Floor squeaks caused by unsuitable, or uneven subfloors are not a product defect and are not covered under warranty.

This warranty does not cover damage caused by negligent installation, care or maintenance contrary to written instructions provided by Create Timber Floor.

This warranty does not cover physical abuse or misuse, indentation, scratching & cutting.

Create Timber warrants that all flooring products it supplies are free of insects and does not cover insect damage occurring after installation.

This warranty does not cover Freight damage after leaving Create Timber Floor warehouses.

Create Timber Flooring assumes no liability for incidental or consequential damages. Some states do not allow the exclusion of limitation for incidental or consequential damages. In that case, these exclusions may not apply to you. This warranty gives you specific legal rights, and you may also have other rights that vary from state to state.