Hybrid Floor Warranty

Our range of Hybrid Floor are provided with a 25 Year limited lifetime **Structural Warranty** to cover the performance and appearance of the plank from wearing through the “wear layer”. Leyton will guarantee your hybrid flooring will not de-laminate over the span of the warranty period, pre-adhered layer’s separation is not covered within this warranty. Planks must be inspected prior to installation, planks deemed not fit for service should not be installed and will not be covered by the warranty. Approximately 7%-10% of the area should be added to your measurement to cover wastage. Our Hybrid range are designed to be installed floating, any heavy object that might stop the floating floor from expanding and contracting during temperature fluctuations should not be landing directly on the floor, such as waterfall islands made of natural stones, floor needs to be installed around these types of heavy objects.

The surface of your Leyton hybrid floor is protected under our **Waterproof warranty**, any reasonable household spills or damp mopping should not cause any discoloration, warp, buckle or swell, it should not lose it’s structural integrity. This warranty does not include prolonged water exposure, flooding and plumbing failures and leaks. This includes plumbed white goods such as dishwasher, fridges etc.

Reasonable household spills should not stain your Hybrid planks supplied by Leyton floor, given immediate actions are taken to remove the staining liquid from the surface of the floor.

General conditions:

Hybrid flooring offered by Leyton Floor Australia Pty Ltd are designed to be used in a residential indoor environment only and should only be carried out by a professional and qualified installation team/personnel.

Warranty of Hybrid flooring offered by Leyton Floor Australia Pty Ltd will cover the original person/company of the floor, you cannot transfer this warranty. In case of developer/builder purchase and installation of our Hybrid floors for a property, warranty will only start to take effect 12 month after the third party/buyer/occupant’s purchase of said residential property with Leyton Floor Engineered floor installed.

The residential property should be climate controlled to have a reasonable level of temperature fluctuation and low moisture exposure, direct and prolonged UV exposure from the sun and any other sources of ultra violet light that might strip the coating and wear layer will void the warranty.

The total area of warranty claim must be or exceed 5% of total areas covered using Hybrid floor supplied by Leyton Floor within the original ordered amount to be eligible for warranty.

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Please keep your proof of purchase such as receipts, invoices and account statements from Leyton Floor Australia Pty Ltd is kept and shows your purchase price, date and installation address for our customer service team to help you regards your warranty claim.

Our warranty will not cover conditions listed below:

The installation were made in wet areas within the residential property such as toilets, bathrooms and laundry rooms, any built-in drains on the floor such as showers, saunas etc will also void the warranty.

Moisture ingress due to prolonged water pooling or if timely removal of pools of water or spillage in areas such as a kitchen, plumbing leakage behind appliances such as plumbed refrigerators, dish washers and kitchen drain garbage disposal systems etc.

Improper installation or improper maintenance such as peaks caused by not leaving enough expansion for the floor to expand due to rising in temperature.

Not following proper installation guidelines such as ensuring proper sub floor levelness +/- 3mm across an area of one square meter.

Failure to follow guidelines of floating installation, such as not using moisture isolating underlay to moisture proof your floor against damp sub-floor.

Natural disasters such as flooding of the property that causes water ingress into the residence.

Improper re-installation, repair or alterations made towards the original floor.

Chips, scratches, dents, marring and staining or any other forms of damages of the floor caused by misuse, abuse, dropped heavy/sharp item, heavy furniture, dragged unprotected items, metal objects, sharp heels, gravel, small stone or sand as well as chemical or extreme heat/cold as well as cleaning agents other than recommended floor cleaners.

This warranty does not cover labor cost or other expenses of any rectifying work (such as repainting, removal of furniture or fixtures and accommodation) other than the supply of replacement flooring. Reasonable labor expense for repair or replacement work is considered by discretion of Leyton Floor Australia Pty Ltd.

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Australian Consumer Law Update 2012

Our Hybrid flooring is provided with limited performance warranties that cannot be excluded under Australian Consumer Law. Entitlements include a replacement or a refund for what is termed as a major failure and for agreed reasonably assessed associated costs. Entitlements also allow for the goods to be replaced if the product fails to meet an agreed acceptable quality and that quality does not constitute a major failure.

In the event that a product warranty issue is noticed, the warranty claim must be made in writing within 30 days. Please contact your supplier/contractor to make the claim. Proof of purchase is required.

If a claim under this warranty is approved, Leyton Floor Australia Pty Ltd will replace the damaged product at its discrimination. This warranty covers costs of repair and/or replacement of affected materials up to a value prorated for the time elapsed since the floor was purchased. Labour costs related to installation of product containing obvious visual defects are not covered under this warranty. Labour costs for repair and/or replacement of manufacturer defective material are covered under this warranty, but will be limited to the smallest quantity of replacement product necessary to remedy the defective planks. Replacement plank(s) will be in the original model if available and of equal or greater value if the original is discontinued, if there is a colour/texture variation between the original model and replacement model, similar colour or closest match will apply. Replaced planks are warranted for the remainder of the original warranty period. The above remedy is the customer's sole and exclusive remedy for claims under this warranty.

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