

PARMATE Parquet™ Finish Wear Warranty

The following warranty applies to all Engineered Hardwood Floors manufactured under the brand name PARMATE™ and distributed in Australia by EFP. It is effective for purchases made on or after May 1st 2011. All warranties are only for the benefit of the original purchaser & installation site and shall further only be applicable to products used in dry residential areas.

The residential warranty is pro-rata. A pro-rata warranty is one in which reimbursement decreases in accordance with a fixed formula as the warranty period approaches its expiry date. The value of the original PARMATE Flooring warranty will be reduced by the amount of time that you possess the product. When a claim is made, the value of the warranty is calculated as a percentage of the number of years of possession. The services provided in relation to this warranty do not extend the original warranty period. It is a requirement of any claim that proof of purchase is provided.

Finish Wear Warranty

We warrant our UV finish system with Anti Scratch Top Coat for 10 years under normal residential traffic conditions. We warrant that the Surface Wear Layer of our flooring will not wear through after the date of purchase. The term “wear through” shall be defined as the 100% reduction of the Surface Wear Layer over an area comprising 5% of the total Surface Flooring installation.

This warranty excludes any indentations, scratches or surface damage caused by poor maintenance. Colour deterioration or fading due to sunlight exposure is not covered under this warranty. Gloss levels will reduce over time; this is not considered as surface wear.

Variation in colour will occur since timber is a natural product. Samples displayed or provided are only indicative and will not necessarily match the floor installed. These are not defects and do not form a part of these warranties.

Products leaving the factory are free of insect infestation and as such, no warranty is provided for insect infestation.

Reminder on Floor Heating Systems

PARMATE Parquet™ is designed and manufactured to withstand the normal operating conditions of floor heating systems if installed and maintained in strict accordance to PARMATE Parquet™ guidelines. Examples of species not suited for use with underfloor heating includes Tasmanian Oak, Spotted Gum and other timbers such as Wenge, Beech, Kempas, Maple and Jatoba. These and other sensitive wood species are inherently unstable. We do not recommend them to be used with underfloor heating.

Limitations of Liability

The Purchaser's exclusive remedy for any breach of warranties herein shall be limited to repair or replacement of defective goods (or refund of the purchase price at PARMATE's sole discretion).

The above warranties are exclusive warranties given by PARMATE Parquet™ and no other warranty, express or implied, shall apply. In no event shall PARMATE Parquet™ be liable for any damages arising from any incidental or consequential loss. In such cases, any monetary liability to the Purchaser shall not exceed the contract price of the products.