

PARMATE Parquet™ 25 Years Structural 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 and 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.

Under normal residential conditions and with proper maintenance, PARMATE products will be free of structural defects such as delaminating, twisting and buckling and other forms of structural deformation.

EXCLUSIONS

Improper or inadequate installation methods, insufficient or incorrect subfloor preparation, subfloor condition (e.g. excessive moisture, poor structural, unevenness) or any other subfloor system that was not allowed to cure or dry sufficiently.

Extreme environmental conditions; including during transportation, storage or installation of the flooring product in inappropriate locations or environments, exposure to extreme heat, moisture or dryness.

Issues experienced where room conditions with abnormally low or high relative humidity (RH), i.e. below 40% RH and above 65% RH occurred. In order to sustain the suggested relative humidity (40 - 65% RH) inside the building, fitting of a humidifier or dehumidifier may be required. The floor is intended to perform in environmentally stable conditions.

Since flooring products are natural and not dried to 0% moisture, there is a tendency for them to be subject to expansion and contraction through heating and non-heating seasons, thus some minor separation between the planks may be experienced at different times during the year. Such separations are not considered a product defect and not covered by this warranty.

Panels / planks / boards with visible defects or which are vastly different in appearance or construction should not be installed. Floor installation in new or refurbished properties should only be carried out once the construction for that particular area has been completed. Damage to the flooring due to construction works are not covered by this warranty.

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.