

# HYBRID FLOORING WARRANTY

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NFD is one of Australia's most trusted brands in resilient flooring with a strong focus on customer satisfaction. NFD ensures its products meet and exceed industry standards and are covered by consumer law, ensuring that customers have legal rights and protections.

All goods sold as 1<sup>st</sup> quality products are covered under Australian Consumer Law. This entitles you to a replacement or refund if the product is deemed to have a 'major failure.' This may include reasonable labour costs and compensation for any other foreseeable loss or damage.

If you believe your flooring is not performing as per this warranty or Australian Consumer Law, please contact your retailer. Provide a description of the issue (with a photo if possible) and a copy of your proof of purchase.

Your retailer will take necessary action, including an on-site inspection if needed, and may contact NFD if required. If you're unable to reach your retailer or don't receive a satisfactory response, please contact NFD directly.

Note: The warranty period will not be changed once a complaint has been recognized and resolved.

NFD ensures the flooring will maintain its performance and integrity for the duration of the corresponding warranty period. This warranty covers protection against delamination, wear, and defects affecting plank assembly and stability during regular use.

Prior to installation, all planks should be thoroughly inspected. Any plank identified as defective should not be installed, as they will not be covered under this warranty. It is recommended to order a minimum of 5% for blending and wastage.

NFD warrants that the quality Hybrid will be from date of purchase:

- **Free from Manufacturing Defects** – The flooring is guaranteed to be free from manufacturing defects for the specified warranty period, ensuring the product meets quality standards when installed and maintained properly.
- **Abrasive Wear Resistance:** Under typical residential conditions, the protective surface of your flooring is designed to withstand daily wear and will not wear through to the design layer in any single area exceeding 1cm<sup>2</sup>. Wear-through refers specifically to the complete erosion of the protective top layer, leading to a visible alteration in the flooring's appearance. This does not include common surface changes such as minor scratches, dents, chips, small gaps that may occur due to natural seasonal expansion and contraction, or variations in gloss and sheen between planks. Additionally, normal reductions in gloss over time or other aesthetic changes resulting from regular use do not fall under abrasive wear and are considered part of the flooring's natural aging process.

- **Water Resistance:** The floor is designed to resist surface moisture damage when maintained properly. However, it does not cover excessive water exposure from flooding, leaks, or sitting water.
- **Stain Resistant to Common Household Products** – Designed to resist stains from most common household products, offering protection against spills and stains from everyday use, with proper care.

Post-installation concerns such as cupping, gapping, or peaking may arise due to site conditions and may not be covered under this warranty. NFD installation guidelines must be followed for maintaining the warranty. Please visit [www.nfd.com.au](http://www.nfd.com.au) to view full installation guidelines.

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## General Conditions:

1. This warranty applies exclusively to newly purchased NFD's Hybrid Flooring in Australia, effective from January 1, 2025, provided it has been professionally installed according to the official installation guidelines available on our website and used indoors in a residential setting.
2. The warranty is non-transferable and is only valid for the original purchaser of the flooring. If the original buyer is a builder or developer, the warranty will be transferred to the homeowner 12 months after the purchase, after which it remains non-transferable.
3. This warranty is applicable only to flooring installed in its original location and does not extend to relocated or reinstalled products.

By following proper installation and maintenance practices, you can maximize the longevity and durability of your Hybrid Flooring while ensuring optimal performance throughout its lifespan.

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

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## Customer Guidelines for Flooring Care and Warranty:

To ensure warranty eligibility, homeowners must:

- **Keep a record of your purchase and installation details** – Retain a copy of your invoice, receipt, or any official documentation that confirms the purchase date, product details, and proof of professional installation. This information will be required in the event of a warranty claim.
- **Ensure proper installation as per manufacturer guidelines** – Your flooring must be installed in strict accordance with the official installation instructions, including correct subfloor preparation, expansion gaps, and environmental conditions. Failure to follow these guidelines may void the warranty.

- **Maintain your flooring with routine care and upkeep** – Regular cleaning using recommended methods and approved cleaning products will help preserve the appearance and integrity of your flooring. Avoid harsh chemicals, excessive moisture, or abrasive tools that may damage the surface. Please visit the NFD website [www.nfd.com.au](http://www.nfd.com.au) for all cleaning and maintenance guides.
- **Address spills and moisture promptly** – Any spills, leaks, or excessive moisture exposure should be cleaned immediately to prevent warping, swelling, or discoloration. Prolonged exposure to moisture may compromise the structural stability of the flooring and void the warranty.

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## Excluded from Warranty:

- Defects or gapping associated with improper installation or irregularities caused by subfloor imperfections including the presence of moisture, alkali and/or hydrostatic pressure.
- Product that has not been installed with the recommended adhesive including high temperature areas where a high temperature adhesive was not used.
- Fading or discolouring from direct sunlight
- Damages through incorrect installation care and maintenance (refer to instructions [www.nfd.com.au](http://www.nfd.com.au))
- Water damage, insect infestation, man-made or natural disaster, stains or mechanical damages to the surface that is caused by incorrect treatment, use or storage (especially damage caused by high heel shoes, furniture, stones, pets etc.)
- Colour change and variation from ageing of floor and climatic changes
- Warranty is nullified if product is renovated or repaired after installation (unless repaired by original supplier)
- Any prior approved expenses for rectification work, wall treatment or repainting, removal of fixtures or furniture, time loss, and incidental expenses.
- Stains or reduction in gloss level due to normal use and or exterior application.
- Staining or discolouration caused by the migration of rubber, e.g. rubber furniture protectors or rubber back door mats, etc.
- Damage caused by steam mops or excessive steam exposure.
- Any areas exposed to direct sunlight and not protected from sun strike.
- Areas that are exposed to temperatures below 5°C or exceed 45°C or extreme temperature changes. A surface temperature change of more than 10°C within 2 hours is considered dramatic and can cause issues like joint peaking or gaps
- Exposure to industrial chemicals
- Failure due to improper expansion gaps (please refer to Installation guide for specific product)
- Failure due to use of silicon restricting expansion and contraction
- Failure due to incorrect rafting size or inadequate doorway transition strips (please refer to Installation guide for specific product)

## Make a Warranty Claim:

If you experience an issue covered under warranty:

- **Initiate the Claim with Your Retailer** – Start by contacting the original retailer where your flooring was purchased. You'll need to provide proof of purchase (invoice or receipt), installation details, and clear photographs of the affected area to support your claim. This documentation will ensure a smooth and efficient assessment process.
- **Warranty Applies to Original Purchaser Only** – Please note that the warranty is valid only for the original purchaser of the flooring. Proof of purchase is required for all claims, so be sure to keep your invoice or receipt.
- **Escalate to NFD if Necessary** – If your original retailer is unavailable or unable to assist, you can escalate your claim directly to NFD. Our team will review your claim, verify the information provided, and guide you through the next steps.
- **Professional Inspection for Verification** – Depending on the nature of the issue, a professional inspection may be scheduled to assess the condition of your flooring. This helps ensure that the issue is covered under the warranty terms and provides an accurate and fair resolution.
- **Resolution and Replacement Process** – If your claim is approved, replacement flooring of the same or comparable quality will be provided based on the pro-rata warranty schedule. Please note that replacement flooring will be supplied through your original retailer or another authorized distributor, but installation costs and other additional expenses may not be covered under the warranty.
- **Claims for Wear** – If claiming for wear, the affected area must show a minimum of a 1-inch diameter for assessment to be considered under the warranty.
- **Pro-Rated Guarantee** – The warranty is pro-rated based on the amount of time the floor has been installed. This means the replacement value will decrease over time according to the terms of the warranty.
- **File Claims with Authorized Dealer** – To file a warranty claim, always contact the authorized dealer from whom the product was originally purchased. They will assist you in processing the claim in accordance with the warranty guidelines.

## Restrictions:

No representative or agent of NFD is authorised to assume any additional liability or responsibility on behalf of NFD.

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## Warranty Replacement & Pro-Rata Coverage:

If any section of your flooring does not meet the performance standards outlined in this warranty, NFD will rectify or replace the affected area with the same or comparable quality. It will be supplied at no cost for the applicable percentage of the total order. This will be arranged through your original retailer or another authorized retailer designated by NFD.

### Years Since Installation & Replacement Flooring Percentage for Residential Lifetime Warranty Products:

Years	Percentage (%)
1-5	100
6-10	70
11-15	45
16-20	30
After 20 years	10

### Years Since Installation & Replacement Flooring Percentage for 20 Years Residential Warranty Products:

Years	Percentage (%)
1-5	100
6-10	70
11-15	40
16-20	20

### Years Since Installation & Replacement Flooring Percentage for 15 Years Residential Warranty Products:

Years	Percentage (%)
1-4	100
5-8	70
9-12	40
13-15	30

### Years Since Installation & Replacement Flooring Percentage for 10 Years Residential Warranty Products:

Years	Percentage (%)
1-3	100
4-6	70
7-10	30

**Years Since Installation & Replacement Flooring Percentage for 15 Years Commercial Warranty Products:**

Years	Percentage (%)
1-4	100
5-8	70
9-12	40
13-15	10

**Years Since Installation & Replacement Flooring Percentage for 10 Years Commercial Warranty Products:**

Years	Percentage (%)
1-3	100
4-7	60
8-10	20

**Years Since Installation & Replacement Flooring Percentage for 5 Years Commercial Warranty Products:**

Years	Percentage (%)
1	100
2-3	70
4-5	20

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## NFD

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