

TIMBER LAMINATE WARRANTY

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Balterio laminate flooring offers the best combination of quality and value in a wide range of colours and styles. Balterio takes pride in the styling and durability of our floors and in our commitment to honour strong, reliable warranties. It meets strict production standards, while offering 10-year to lifetime warranties. When it comes to your home and family, you only want the best.

Balterio laminate flooring comes with a warranty in residential and, depending on the type of floor, commercial use which covers materials and manufacturing defects.

The warranty becomes effective on the date of purchase. In order to make a warranty claim, the original dated retailer's invoice must be submitted. The warranty terms are only valid for the first user/original purchaser of the Balterio laminate. The first user/original purchaser is the name mentioned on the original invoice. If the warranty is valid Signature Floorcoverings® will replace or repair the laminate floor.

The customer, however, must refrain from installing visibly defective planks. Customers must report such visible defects to the retailer of purchase within the warranty period otherwise complaints will not be accepted if damaged boards are installed.

This warranty does not apply to products that have not been installed as described in the Balterio Installation instructions using Balterio accessories.

The warranty takes the form of a sliding scale which means that the scale is applied in terms of a percentage depreciation of the product. The duration of the warranty is indicated clearly on the packaging of every product. In Commercial applications, written authority must be supplied prior to installation.

What is covered and for how long?

- Wear resistance: Signature Floorcoverings® guarantees that in normal conditions of use the Balterio laminated surface will remain wear resistant after purchase.
- Resistance to stains: Balterio laminate floor covering is resistant to stains such as red wine, tomato sauce, etc.
- Water warranty: Balterio Extra Moisture Resistant is moisture resistant.
- The products must be installed indoors. To ensure optimum water protection, PVA cross linked glue must be used around the entire periphery of the room. This type of floor can be used in moist environments such as (but not limited to) kitchens, porches, lobbies and wash-rooms (excluding bathrooms, swimming pools and saunas). However, if a leak occurs, it is important that you soak up the liquid immediately.

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What is not covered by the warranty?

This warranty does not cover damage caused by:

- Not following Balterio's recommended maintenance guidelines
- Accidents or unsuitable and wrong use
- Abnormal wear such as damage caused by spike heel shoes, inadequate protection against furniture, grit, sand and other abrasive materials
- Water damage caused by excessive fluid in concrete slabs, hydrostatic pressure, flooding caused by ice machines, refrigerators, sinks, dishwashers, piping and natural disasters
- Improper craftsmanship or installation not performed according to our installation instructions
- Inappropriate removal or replacement of panels
- Damage caused by the frame of vacuum cleaners and hard or metal wheels of desk chairs with castor wheels and/or wheels of furniture
- Damage caused by the urine of pets and/or other corrosive or abrasive substances

What is excluded from this warranty?

Signature Floorcoverings® excludes from the warranty any kind of follow-up damage and no payment for such damage shall be due. These types of damage include any loss and all costs for damage other than these caused to the actual floor covering and those that have been caused by a fault in the floor covering.

Signature Floorcoverings® does not recognise derived or implied warranties except those contained in this written warranty. This warranty is only valid if the Balterio Installation Instructions and conditions on maintenance and accessories as published by Signature Floorcoverings® (see Balterio brochure or www.signaturefloors.com.au) are complied with.

Note to the customer:

Please keep your proof of purchase. To claim under the warranty, you must contact your retailer.

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TIMBER LAMINATE WARRANTY PERIODS

Product	Warranty Period	Type of Use
Senator	20 years	Heavy Residential
	10 years	Light Commercial
Authentic Style PLUS	25 years	Heavy Residential
	12 years	General Commercial
Tradition	25 years	Heavy Residential
	12 years	General Commercial
Tradition Quattro	25 years	Heavy Residential
	12 years	General Commercial
Revolution	Lifetime *	Heavy Residential
	15 years	General Commercial
Exotic	25 years	Heavy Residential
	12 years	General Commercial
Elite	25 years	Heavy Residential
	12 years	General Commercial
Optimum	20 years	Heavy Residential
	10 years	Light Commercial

* Subject to a maximum of 33 years.

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TIMBER LAMINATE WARRANTY DEPRECIATION TABLE

	10 Years	12 Years	20 Years	25 Years	Lifetime
Year 1	100%	100%	100%	100%	100%
Year 2	100%	100%	100%	100%	100%
Year 3	100%	100%	100%	100%	100%
Year 4	70%	100%	100%	100%	100%
Year 5	70%	70%	100%	100%	100%
Year 6	40%	70%	90%	100%	100%
Year 7	40%	40%	90%	90%	90%
Year 8	20%	40%	90%	90%	90%
Year 9	20%	40%	90%	90%	90%
Year 10	10%	20%	70%	90%	90%
Year 11	N/A	20%	70%	70%	70%
Year 12	N/A	10%	70%	70%	70%
Year 13	N/A	N/A	50%	70%	70%
Year 14	N/A	N/A	50%	50%	50%
Year 15	N/A	N/A	50%	50%	50%
Year 16	N/A	N/A	20%	50%	50%
Year 17	N/A	N/A	20%	50%	50%
Year 18	N/A	N/A	20%	50%	50%
Year 19	N/A	N/A	20%	20%	20%
Year 20	N/A	N/A	10%	20%	20%
Year 21	N/A	N/A	N/A	20%	20%
Year 22	N/A	N/A	N/A	20%	20%
Year 23	N/A	N/A	N/A	10%	10%
Year 24	N/A	N/A	N/A	10%	10%

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Year 25	N/A	N/A	N/A	10%	10%
Year 26+	N/A	N/A	N/A	N/A	10%

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