



## Product Warranty Schedule 1<sup>st</sup> August 2024

### **Classic LVT. (2.5mm/0.5mm wear layer)**

Wanabiwood provides a 20-year warranty for residential use and 15 years for commercial use.

### **Caribbean LVT (2.5mm/0.55 wear layer)**

Wanabiwood provides a 20-year warranty for residential use and 15 years for commercial use.

### **New Echotile LVT. (2.5mm/0.55 wear layer)**

Wanabiwood provides a 20-year warranty for residential use and 15 years for commercial use.

### **Desire LVT. (2mm/0.3mm wear layer)**

Wanabiwood provides a 15-year residential warranty

### **Wanabifunky Cushion Vinyl. (2.8/0.2mm wear layer)**

Wanabiwood provides a 5-year warranty for residential use

### **Oceanic Laminate. (8mm AC4/32)**

Wanabiwood provides a 20-year warranty for residential use and 10 years for commercial use

### **Warranty Inclusions**

These warranties cover hidden defects in the flooring, based on material or manufacturing defects which occur within the warranty period.

The warranty covers wear through of the wear layer - if the printed pattern is affected or altered; fading of the floor - if the floor is permanently discoloured and stained and if the stain is from the use of approved cleaning agents. This all, providing the floor has been installed and maintained as per the manufacturer's instructions.

### **Limitations & Conditions**

These warranties exclude inter alia-

Any flooring which is anywhere other than interior spaces

Reduced gloss from normal use

Planks or rolls installed with visible defects at point of installation

Damage caused by excessive moisture

Improper floor preparation, installation or maintenance

Damage due to stains, scratches, gouges, scuffs, indentations, tears, burns and punctures and intentional misuse

Accidental discoloration caused by solvents or chemicals

Damage due to lack of proper furniture rests or floor protector's

Damage due to flood water

Minor shading, colour or texture differences between samples or printed photographs or illustrations

The customer shall ensure that the floors are installed in accordance with Wanabiwood's installation guidelines.

These warranties are subject to the customer taking reasonable steps and measures to maintain the floors.

In the event that the Customer does not observe any or all of the aforementioned, Wanabiwood may in its sole and absolute discretion void the warranty.

## **Warranty Claims**

Any claim under the warranty must be made in writing within 30 days from the date of detection. Claims must be registered with [grant@wanabiwood.co.za](mailto:grant@wanabiwood.co.za) and no verbal claims will be entertained. Claims must include the original invoice, the product name and colour, the date of installation, the site and the nature of the claim, as per the "Complaint Form" to be completed. Supporting evidence may be requested.

Wanabiwood reserves the right to obtain material from site and send this for independent testing.

Should a claim be made for material fitted with a fault, then only the material will be replaced, no labour or other fees would be considered.

Material replaced under warranty would carry a warranty for the duration of the original warranty. Should the warranty claim be accepted then Wanabiwood would grant compensation on the following basis.

### **20 Year Warranty**

Time elapsed since purchase	Percentage of claim payable based on original purchase price.
0 to 1 year	100%
2 to 6 years	80%
7 to 10 years	50%
11 to 15 Years	30%
16 to 20 Years	20%

### **15 Year Warranty**

Time elapsed since purchase	Percentage of claim payable based on original purchase price.
0 to 1 year	100%
2 to 6 years	70%
7 to 10 years	40%
11 to 15 Years	25%

### **10 Year Warranty**

Time elapsed since purchase	Percentage of claim payable based on original purchase price.
0 to 1 year	100%
2 to 4 years	70%
5 to 8 years	40%
9 to 10 Years	10%

### **5 Year Warranty**

Time elapsed since purchase	Percentage of claim payable based on original purchase price.
0 to 1 year	100%
2 to 3 years	60%
4 to 5years	20%

**This warranty dated 1<sup>st</sup> August 2024 supersedes any previous warranties issued by Wanabiwood, on the above-mentioned products.**