



WARRANTY

Engineered - Regal Oak

25 Year Structural Warranty

The manufacturer warrants its product from structural defects, delamination, cracking, warping, twisting or any other forms of structural deformation at the time of supply. Installation instructions must be adhered to so that this warranty applies. Please ask your retailer for these guidelines. Exposure to excessive moisture caused in any way whatsoever such as flooding, spills, leaks, excessive wet mopping, steam mops, and subfloor moisture or heating may cause distortion within the board and will not be covered by this warranty. Care should be taken to maintain even indoor humidity and temperature with good ventilation. Excessive heat, dryness or exposure to direct sunlight will cause damage to the goods and is considered negligence and is not covered by this warranty.

20 Year Domestic Limited Surface Warranty

Our engineered flooring provides for a 20 Year Limited Residential Wear Warranty that from the date of purchase, the manufacturer warrants to the original purchaser only, that under normal domestic conditions of use the surface will not wear through, during this period warranted.

With proper maintenance, the goods will perform under normal household conditions. Scratches, dents, reduction of gloss (appearance reduction), damage caused by negligence, urine, animals or high-heeled shoes. These are not considered a defect and therefore not covered by this warranty.

All furniture requires felt to be adhered to the underneath to protect the surface of your floor, from time to time this will need to be maintained and checked for wear.

A written notice must be received by the supplier within 30 days of discovery of any defect to be found, along with proof of purchase (date) the identity of wholesaler or retailer and the location of installation.

The supplier will acknowledge within 30 days the receipt of written notice and must be given the opportunity to inspect the floor prior to any repair or replacement is to take place.

Warranty Conditions:

The Manufacturer will honour claims under this Warranty, only if all of the following Conditions are satisfied:

- Installation - is installed in strict accordance with current written installation instructions
 - Wet Areas - is not suitable for installation in bathrooms, saunas, laundries or any other area in which high levels of steam and moisture are present.
 - Maintenance - Care guidelines must be adhered to.
 - Non-Assignment - the warranty is limited to the original purchaser and may not be assigned or transferred.
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Warranty Exclusions:

Cloudwalk Flooring for the purpose of this warranty will be referred to as 'the supplier' Breach of Warranty Conditions - any breach of warranty conditions will void the warranty.

Oak is a natural product and colour variation will occur between samples and what the supplier has delivered and installed. Samples displayed or provided are indicative only and within normal industry standards, and no warranty is given that such samples will match the floor installed. Other variations will naturally occur such as small knots and grain variation. These variations normally present in oak, are not considered defects and will not form the basis of any claim under warranty. Oak may also experience some surface checking (hairline cracks) this too is part of all natural products and not covered by warranty.

Where sub-floor heating is used.

Cloudwalk Flooring
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As oak is a natural product, the humidity level in the home must be in the 30% - 75% range throughout the year, using dehumidifiers or humidifiers as appropriate.

Misuse - the warranty does not extend to damage caused by moisture penetration through the subfloor, other flooding, leaking, plumbing, overflowing, hydrostatic pressure or any other water damage.

Where floor or subflooring has been altered, repaired, resurfaced or replaced no warranty will apply except to the extent implied by law.

The supplier warrants that it sells oak flooring free of insect infestation, this warranty does not cover any insect infestation occurring after the product has been sold.

Variation Disclaimer

Timber (Oak) floor boards are made from natural materials and variations in colour and texture occur within and between batches.

Samples are indicative of overall colour and texture only. Care should be taken in making a selection based on a single sample.

The benefits to the consumer under our warranty are in addition to other rights and remedies under a law in relation to the goods or services to which the warranty relates.

The warranty requires that the consumer immediately contact the warranty provider upon becoming aware of a suspected product defect and ceases installing or using the goods. All claims require supporting documents and inspection reports as bound by the warranty terms and conditions. All expenses related to warranty claims are the responsibility of the consumer making the warranty claim