

# Stone Core Hybrid

by Create Timber Floor

## MANUFACTURER'S WARRANTY

### 25 Year Limited Residential Warranty

Create Timber Floor offers a warranty to the original purchaser that our Stone Core Hybrid flooring will be free from manufacturing defects. The finish applied at the factory is guaranteed not to wear through, peel, or delaminate for 25 years under normal residential use when used according to our Installation and Care and Maintenance instructions. It is essential to inspect all planks prior to installation; any planks deemed unfit should not be installed, as they will not be covered under this warranty.

### 10 Year Limited Commercial Warranty

Create Timber Floor will provide a warranty to the original purchaser that our flooring will be free from manufacturing defects and that the factory-applied finish will not wear through, peel, or delaminate for ten years from the purchase date under light commercial use when used according to our Installation and Care and Maintenance instructions. This warranty excludes areas with heavy traffic, such as entryways, commercial kitchens, and zones with heavy rolling loads.

### Exclusions and Conditions

- Labor costs are not covered unless the installation was done by a professional.
- Incidental expenses due to a covered defect are not included.
- Create Timber Floor reserve the right to provide our own labor for repairs or replacements under this warranty.
- If the original flooring is discontinued, a product of equal or greater value will be supplied.
- This warranty is exclusive to the original purchaser and supersedes all other warranties, whether expressed or implied.
- "Wear through" is defined as complete finish loss over at least 5% of the installation area. Scratches and gloss loss are not considered wear through.
- Avoid installation during extreme temperature conditions—either excessively high (above 33°C) or excessively low (below 10°C). If rooms are exposed to direct sunlight or external heat, cover openings with blinds or appropriate window and door treatments to minimize direct heat exposure. Maintaining a consistent temperature and moderate humidity levels in your home will extend the life of the flooring.

### For Warranty Service

#### To file a claim:

1. Contact your retailer who will process your claim through Create Timber Floor.
2. Alternatively, email us at [info@createtimberfloor.com](mailto:info@createtimberfloor.com) or visit our website.

### Water Damage

Our Stone Core Hybrid is resistant to damage from moisture caused by wet mopping and everyday household spills. While the product itself is waterproof, excessive moisture under the flooring can still damage subfloors or other non-waterproof building materials. Preventative measures should be taken to avoid subfloor water ingress. This warranty excludes damage from mold and mildew due to prolonged moisture exposure. In the event of flooding, professional steps may be necessary to prevent mold and mildew issues.

### Warranty Exclusions

- Natural variations in colour and wood features are expected and not covered.
- Slight colour changes from direct light exposure over time are not covered.
- Exposure to sustained high temperatures over time is not covered under the warranty.
- This product is not suitable for outdoor use.
- Damage from improper installation, care, or maintenance contrary to our instructions is not covered.
- Physical abuse, misuse, indentation, scratching, and cutting are not covered.
- Freight damage occurring after the product leaves our warehouses is not covered.
- Create Timber Floor is not liable for incidental or consequential damages. Some states do not allow this exclusion, so it may not apply to you. This warranty provides specific legal rights, and you may have other rights depending on your state.

### Warranty Assessment

Create Timber Floor reserves the right to send a representative to inspect the floor and take samples for further evaluation if necessary.

No installer, retailer, agent, or employee of Create Timber Flooring has the authority to expand or modify the obligations or limitations of this warranty. In the event of a disputed warranty claim, Create Timber Floor reserves the right to request an independent certified inspection. If the product is determined not to be at fault, the claimant may be responsible for covering the cost of this inspection.

### Australian Consumer Law Update 2012

According to Australian Consumer Law, our Hybrid flooring products come with limited performance warranties that cannot be excluded. These warranties entitle you to a replacement or refund for major failures and reasonable associated costs. If the product fails to meet acceptable quality standards and the failure is not major, the goods will be replaced.