

Warranty

Smartdrop Ultimate

Kenbrock Pty Ltd provides the warranties set out below on its plank and tile Product ranges on the terms and conditions set out in this document.

Wear Out Warranty

Kenbrock warrants that its :



0.55mm wear layer luxury vinyl plank and tile products (Wear Out Warranty Products) will not wear out for the lifetime of the planks in residential applications from the date of purchase (Wear Out Warranty Period).



0.55mm wear layer luxury vinyl plank and tile products (Wear Out Warranty Products) will not wear out for 15 years in commercial applications from the date of purchase (Wear Out Warranty Period).

If a Product wears out during the applicable Wear Out Warranty Period, Kenbrock will replace the worn out Product with the same (if available) or equivalent (with the same level of quality in a similar design or colour) Product for no fee, provided that, by no later than 30 days from the expiration of the Wear Out Warranty Period, you:

- Can satisfy Kenbrock that none of the exclusions identified below apply;
- Can satisfy Kenbrock that the Product was installed in accordance with the manufacturer's installation instructions and the AS1884-2021 Code of Practice for the laying of resilient sheet and tile flooring; and
- Provide proof of purchase of the Product, by following the procedure for making a claim set out below.

How to make a claim

To make a claim under a warranty set out in this document, please contact the retailer or contractor the goods were purchased from:

- Specifying the Product in relation to which you are making the warranty claim;
- Describing the wear out or defect in relation for which you are making a claim;
- Including photographs of the Product and the wear out or defect in relation for which you are making a claim;
- Specifying details of the person who installed the Product in relation for which you are making a claim and the date of installation; and
- Including proof of purchase of the Product in relation for which you are making a claim.

Upon receipt of a claim notice, Kenbrock will assess the claim to determine whether it complies with the terms of the applicable warranty set out in this document. Such assessment may include a representative of Kenbrock inspecting the Product in relation for which the warranty claim in situ.

If Kenbrock assesses a claim made under either of the warranties mentioned in this document and determines that the Product has genuinely worn out or is faulty (as applicable), Kenbrock will replace the Product or relevant part of it. Kenbrock will also reimburse you for the reasonable costs you incurred in making a claim under the warranty provided you notify Kenbrock of such costs and provide documented evidence of those costs to Kenbrock within 30 days of Kenbrock notifying you of your successful claim.

1 Year Defects Warranty

Kenbrock warrants that its Luxury vinyl and Hybrid flooring Products (Defects Warranty Products) will be free from in materials and workmanship for a period of one (1) year from the date of first installation (Defects Warranty Period). If a Product is or becomes faulty during the Defects Warranty Period, Kenbrock, will replace the faulty Product with the same (if available) or equivalent (with the same level of quality in a similar design or colour) for free, provided that, by no later than 30 days of the date you identify the defect, you:

- a. Can satisfy Kenbrock that none of the exclusions identified below apply; and
- b. Satisfy Kenbrock that the Product has been installed, used and maintained in accordance with Kenbrock's written recommendations; and
- c. Provide proof of purchase of the Product, by following the procedure for making a claim set out below.

Exclusions and Restrictions

Exclusions

- 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.
- Discolouration due to UV light, heat sources.
- Defects caused by misuse or abuse of the product including, without limitation, scuffing, scratches, indentions, cuts, gouges, stains and burns.
- Changes in gloss level as a result of normal wear and tear.
- Defects where the product is not maintained in accordance with standard flooring practice for the flooring type and/or as recommended by Kenbrock.
- Colour variations between samples or printed materials and actual production.
- Colour variations within a product design.

Restrictions

The Warranties set out in this document are provided solely to the original end user of the product and is not assignable or transferable to a third party.

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

Subject to the Competition and Consumer Act 2010 (Cth), Kenbrock will not be liable for indirect, consequential or incidental damages of any kind suffered or incurred by an end user of the Product or any other persons.

Australian Consumer Law

The benefits under this Warranty are in addition to other rights and remedies available to you under the law.

Kenbrock's Products come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

Wear out (and related grammatical expressions) means a complete loss of colour pattern due to wear from normal traffic.