

Limited Warranty

Laminate

A. General

1. This limited warranty applies to new Dunlop Flooring Laminate plank flooring product purchased in Australia after 1st May 2025. It is provided in accordance with the **terms and conditions outlined in this document**, as well as **any applicable consumer guarantees or legal obligations** that cannot be excluded, restricted, or modified under Australian law.
2. Where the Australian Consumer Law applies to our Product: Our goods 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.
2. This warranty is only provided to the original purchaser of the Product and is not transferable. To make a claim under this Warranty you must retain and produce on our request: (a) proof of purchase of the Product in the form of a receipt, bill, invoice or statement from the retailer, showing the type, colour, price paid and the date of purchase of the Product; and (b) proof of installation of the Product showing the installation address and date of installation by the relevant installer; or (c) if the original purchaser of the Product is a builder or property developer, documentation showing the date of completion of works and handover of the premises by the builder and proof of installation of the Product by the Builder showing the type and colour of the Product and the installation address to establish that the Product is installed at its original installation site.

B. Warranty

1. Subject to the terms and conditions set out in this document, under normal household conditions, Dunlop Flooring warrants that the wear layer of the Product will not abrasively wear through to the design layer in a single area greater than 1cm².
2. Abrasive wear means actual wearing through the wear layer of the Product surface to show a visual change in the Product's appearance and does not include other changes in appearance, including without limitation, scratches, chips, indentations, gaps or movement due to seasonal weather changes, gloss variation between boards, reductions in gloss level, or other changes to the surface or appearance of the Product due to any of the events set out in clause C.5 of the conditions.
3. Prior to installation of the Product, you or the installer must inspect the Product to ensure that the Product: (a) is in conformity with the order for the Product; and (b) is not damaged or faulty before it is installed. If any damage or fault is identified in the Product prior to installation, please contact the place of purchase for replacement prior to installing the Product. Dunlop Flooring reserves the right to reject a claim under this Warranty for Product that was installed where a reasonable inspection and/or assessment of the Product before installation would have identified the Product as damaged or faulty.
4. This Warranty does not apply to any damage, defects or faults that occur during or after installation or as a result of failure to comply with the Dunlop Flooring installation instructions or the Dunlop Flooring care and maintenance instructions.
5. This Warranty does not apply to or cover any damage to or defects or faults in the Product that are due to or caused by:

C. Condition

1. This Warranty applies only to new Product that is: (a) professionally installed as flooring in accordance with Dunlop Flooring's installation instructions supplied with the Product (Installation Instructions); and (b) installed as flooring in the location of its original installation site; and (c) maintained in accordance Dunlop Flooring's recommended care and maintenance instructions after the Product is installed.
 - Improper installation of the Product, including Product not being installed in accordance with Dunlop Flooring's Installation Instructions. (e.g. failure to provide expansion joints, failure to properly engage click system)
 - Failure to regularly clean the Product or maintain the Product in accordance with the Dunlop Flooring care and maintenance instructions.



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- A material change, in the use of the premises or site within which the Product was originally installed.
- Product having been installed or used in an industrial setting or commercial setting other than those specified in Dunlop Flooring's Installation Instructions.
- Unusual man-made or natural disasters, including leaking or broken plumbing, fire, flood, earthquake or standing water having occurred during or after installation.
- Exposure of the Product to excessive moisture (on the surface or beneath the floor). Moisture ingress from flooding or leakage from internal or external sources resulting in coating or plank deformity are not covered by warranty provisions. Buildings should be secure to avoid wind blown rain & storm damage.
- Water damage to the floor in the event of appliance failure or full flood / deluge of the floor.
- Exposure of the Product to extreme cold (under 0°C) or extreme heat (over 55°C), excessive direct sunlight, weather or improper humidity in the environment, or installation over subfloor heating (other than in strict accordance with the installation recommendations).
- Failure of the floor or changes to the Product due to structural changes in the subfloor, settling of the building or an uneven subfloor that has not been adequately levelled.
- Mechanical stress, abuse (being any use considered unreasonable given the normal and expected use of the Product in a residential home), sand, stones, dragged objects, heavy furniture, castor wheels, dropped items, burning, flooding, cutting, pet damage, smoke, exposure to very hot substances (other than most food or beverage spillages) or chemicals or industrial products (other than recommended cleaning products).
- Alterations or modifications to the original manufactured Product or re-location or re-installation of the Product from its original installation site. Alterations, modifications, repairs, refinishing or reinstallation of the original Product without Dunlop Flooring's written approval will void all warranties.

D. Warranty Periods and Level of Cover

1. If our Product installed in any part of your floor fails to perform in accordance with this Warranty, then subject to the terms and conditions set out in this document and to the maximum extent permitted by law and upon inspection and assessment of the Product by Dunlop that the product is a valid warranty claim, Dunlop Flooring at its election will authorise repair of the affected part of your floor or supply you with a replacement product for that part of your floor with the cost of the replacement product covered by Dunlop Flooring and determined according to the following percentages which correspond to the year in which the claim is made, calculated from the date of installation of the Product.

Dunlop 8mm Laminate Residential Warranty

YEAR*	PERCENTAGE
0-4	100% covered by Dunlop Flooring
5-7	75% covered by Dunlop Flooring
8-10	50% covered by Dunlop Flooring
11-12	25% covered by Dunlop Flooring
13-15	10% covered by Dunlop Flooring

Dunlop 8mm Laminate Commercial Warranty

MONTHS**	PERCENTAGE
0-12	100% covered by Dunlop Flooring
13-24	75% covered by Dunlop Flooring
25-36	50% covered by Dunlop Flooring
37-48	50% covered by Dunlop Flooring
49-60	10% covered by Dunlop Flooring

*Year in which the claim is made, calculated from the date of purchase

**Month in which the claim is made, calculated from the date of purchase

2. Any replacement product will come from Dunlop Flooring's batch of products that is current at the date of the claim and that is the closest equivalent to the Product the subject of the claim under this Warranty.



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3. To the maximum extent permitted by law, and except as expressly stated in this Warranty, Dunlop Flooring will not be liable for any consequential or indirect loss or any labour charges incurred in replacing or re-installation of any Product, any associated rectification work required at the premises where the Product is installed, or any costs or labour charges relating to replacement of any sub-floor or flooring surface on which the Product is installed or used. To the maximum extent permitted by law, any works or costs relating to re-painting, removal of fixtures or furniture, accommodation costs, waste removal and any other costs are specifically excluded from this Warranty. Reasonable labour charges associated with any rectification work for loss or damage that is covered under this Warranty may be reimbursed, at the sole discretion of Dunlop Flooring. Such reimbursement will not be considered unless the Product and its replacement has been professionally installed by the retailer or place of purchase, and reimbursement is not automatically given in such circumstances. A request for reimbursement of such costs should be made through the formal claim procedure (see paragraph on How to make a claim for details).
4. Upon inspection and assessment of the Product the subject of a warranty claim, if a claim is authorised by us, any remedies or rectification will be tailored to suit individual circumstances, subject at all times to the terms and conditions set out in this document. The choice and extent of repair or replacement may vary depending on the condition of the floor and the area covered by the warranty claim and, at Dunlop Flooring's discretion, may range from full replacement of the affected floor area to repair or replacement of individual planks only. If the Product has a major failure under the Australian Consumer Law, Dunlop Flooring will also provide you with compensation for any other reasonably foreseeable loss or damage to which you are entitled under the Australian Consumer Law.
5. To the maximum extent permitted by law, and except as expressly stated in this Warranty, Dunlop Flooring's maximum aggregate liability for all claims under or relating to any claims under this Warranty, whether in contract, tort (including negligence) in equity, under statute or otherwise, is limited to an amount equal to the price paid for the Product that is the subject of a claim under this Warranty.
6. To the maximum extent permitted by law, Dunlop Flooring reserves the right not to offer an exchange, refund or repair where the defect, damage or fault is a result of misuse or neglect by you or otherwise void under this Warranty.
7. Other than as expressly set out in this Warranty, to the maximum extent permitted by law, Dunlop Flooring: (a) makes no warranties or representations as to the quality, reliability, suitability, availability, accuracy or completeness of the Products, or that the Products are free from defect or fault or fit for purpose with respect to an individual customer's requirements; and (b) disclaims and excludes all other warranties, conditions, and representations of any kind, whether express, implied or statutory, other than where the Australian Consumer Law provides consumers with statutory rights, which cannot be excluded.

E. How to make a claim

1. If you wish to make a claim under this Warranty, you should visit the Authorised Stockist the Product was purchased from or phone Dunlop Flooring customer service on 1800 622 293 between 8am - 5pm AEST/AEDT Monday to Friday.
2. To be valid, claims must be made within 30 days of the defect or performance failure having been identified.
3. When you make any claim under this Warranty it is essential that you provide a copy of your proof of purchase of the Product and proof of installation as described in clause C.2. A claim under this Warranty is not formally made unless and until that proof of purchase and proof of installation is provided to Dunlop Flooring. You will not be able to gain the benefit of the Warranty without making a valid claim.
4. Upon visiting an Authorised Stockist with a copy of your proof of purchase and proof of installation, the Authorised Stockist can arrange for an inspection and assessment of the Product at the location where the Product was originally installed.

