



Warranty

***Thank you for purchasing your exotic hardwood flooring from IndusFloor;
we wish you many years of true enjoyment !!***

All factory applied UV cured titanium oxide surfaces on the Indusparquet® prefinished range are warranted by IndusFloor not to wear through or separate from flooring for 15 years from the date of purchase. Warranty provisions extend to the original purchaser only and are not transferable. In addition, IndusFloor warrants Indusparquet® prefinished hardwood flooring against manufacturing defects caused by improper milling, grading and coating.

Damage caused by improper transportation, storage, and installation are not covered. IndusFloor is liable for manufacturer defects that exceed 5% of the original hardwood flooring purchase order. This guarantee is limited to either repairing or replacing material only, excluding the cost of transportation, storage, and installation. Under no circumstances will the company be liable for consequential or incidental damages of any type and the final decision of the warranty rests with IndusFloor.

It is imperative that you maintain your floors as per the instructions outlined under the 'Care & Maintenance' section, provided by IndusFloor. Flooring must be used under normal residential traffic conditions and it is important that cleaning agents such as, ammonia, oil based waxes, polishes and abrasive cleaners are avoided. Please note that the warranty will void in the event of their use, as they can cause damage to your flooring. If you are uncertain about the use of any product, it is encouraged that you contact IndusFloor or the distributor where the original purchase was made.

WARRANTY EXCLUSIONS

The warranty extended by IndusFloor does not apply to indentations, scratches or damage caused by, water, sand, erosion, neglect or misuse, pets, insects, spiked heel shoes, poor installation workmanship, natural occurring changes in colour, insufficient protection and improper care and maintenance. The warranty does not apply in circumstances where proper humidity conditions are not maintained and where those have failed to follow the written instructions provided by IndusFloor.

IndusFloor cannot guarantee against fading due to sunlight. As time passes, natural exposure to sunlight may slightly change the colour of your hardwood floor. Since hardwood is a natural product and depending on the season, humidity and heating conditions, the floor may continue to shrink and expand. This may occur in any event, even if the hardwood floor is properly installed, the boards may shrink slightly depending on the time of year. Any small gaps that might occur between the boards are normal and are not covered by this warranty.

Any enquiries pertaining to the warranty of your Exotic Hardwood Flooring should be directed to the IndusFloor distributor, where the original purchase was made. If the distributor is unable to satisfy your request, you may email your feedback to The Client Relations Department at sales@indusfloor.com.au