



Your acceptance of the Terms and Conditions indicates an acceptance of this Product Specific Addendum, as set out in clause 4 of the Terms and Conditions. In the event of any inconsistency between the Terms and Conditions and a Product-Specific Addendum, the Product-Specific Addendum shall prevail to the extent of the inconsistency.

We note that nothing in this Product Specific Addendum is intended to limit or exclude your rights under the Australian Consumer Law.

Please read over this information carefully to ensure efficient and safe installation of your products, including the information of proper care to ensure your products perform as they are intended.

1. DOOR CLEARANCE:

If doors need to be cut to clear, it is best that this is done by you before the floor covering is laid (at your cost), and where possible, these doors should be left off until after installation. If it is necessary to remove doors for installation by our installers, they will be left uninstalled. All and any costs for re-fitting of doors that have been removed by us to facilitate the installation of your floor will be at your cost.

2. FURNITURE - PLEASE CLEAR THE INSTALLATION AREA OF ALL FURNITURE:

To enable a smooth and efficient installation of your new flooring products, all furniture (and potentially whitegoods) will need to be removed before the installers arrive on site.

3. TAKE-UPS:

If you are removing old floor coverings yourself, everything must be removed, and holes filled. Any additional floor preparation required will be at your cost and advised of on the day by our Independent Contractor who will be installing your floors.

4. POWER:

Power is required for the installation of floor coverings. Please ensure that there is access to two (2) 10amp (Standard Power Points) that are both on different Residual Current Devices (RCD). It is important to ensure that the power is connected and working in the property prior to installation, particularly for new homes, units and untenanted rental properties.

5. KEYS:

If you will not be at home when your floor coverings are to be installed, please arrange for keys to be available.

6. SAFETY

Safety on the job and in your home/property during an installation is one of the foremost concerns for both us and our independent contractors. During the installation, our independent contractors may use power tools, because accidents with power tools can be critical, even disabling or even deadly, it is important you ensure that both your property and the installation areas are always kept clear during the installation. Please keep everyone away from the installation areas, especially children and pets.

Depending on the floor you select, your installation may involve the use of adhesives (glue). Adhesives can be hard to see and are often transparent. Whilst an area in your home may appear to be clear, the floor may have adhesive on it. When adhesives come in direct contact with skin, they may cause irritation and other issues, adhesives can also cause damage to clothing and other areas in your home from residue collected when



walked on and the adhesive has not yet cured (still wet). Please keep everyone away from the installation areas, especially children and pets.

To ensure the continued safety for you, your family, and our independent contractors, we are unable to install your floors if there are other trades/contractors working at the property at the same time. Please consider this when discussing installation dates with our team.

7. MINOR DAMAGE:

Some marking and scuffing of walls and/or skirtings (below 20cm from the floor level) must be expected due to the necessary floor covering installation procedures. In some instances, these marks and scuffs may require repairing and painting. Please note that these marks and scuffs are not the supplier's responsibility.

8. SELECTING YOUR FLOOR:

- a. Hybrid/Laminate flooring is designed to replicate timber flooring or ceramic tile features and colours. Please be aware that when selecting from a small sample, not all features, colours, and variations will be evident.
- b. Hybrid/laminate flooring is not suitable for wet areas. i.e., bathrooms/laundries.
- c. The products we display in our stores are samples only and they are there to assist you with selecting your flooring. Our samples are that only, samples. Samples appear different in all types of lighting, the lights in our showrooms maybe brighter than in your home, which will change the appearance of the sample. We recommend that you take a sample home and see what it looks like in your home with your lighting and décor.
- d. Samples in our stores are presented in a manner that allows us to display them easily and also allows for you to take them home. The installation method of our samples is not a representation of how it will be installed.
- e. Heavy furniture (e.g., full size billiard tables, marble tables, cabinets) should not be placed on a hybrid/laminate flooring, as they will prevent the floor from expanding and contracting, causing lipping and possible failure to the joining mechanism. You need to consider your furniture when making your flooring selection.
- f. When your floor is installed, a suitable gap must be left at the wall edge to all for the product to expand and contract in different temperatures to prevent possible damage.
- g. If you want to fit skirtings after your installation, you must install the skirtings in line with the manufacturer's guidelines for your floors. Contact the manufacturer directly for more information. **IMPORTANT**, do not fit skirtings hard on top of the flooring as this will prevent your floors from expanding and contracting and will impact your warranty. Skirting will also highlight undulations within the sub-floor tolerance resulting in gaps where the floor meets skirting. Caulking between the skirting and floor is not suitable as it prevents the product from expanding and contracting. Caulking between the skirting and the floor will impact your warranty.
- h. All products are for indoor use only and not suitable for wet areas.
- i. It is normal for up to 5mm of downward movement in boards. A hollow sound within the floor is normal. This applies to both floating and direct-stick methods of installation.
- j. We note that minor lipping of boards is normal.



9. STAIRS

- a. Stair nosing's for Hybrid & Laminate products are not manufactured by the original manufacturer of the product. They are manufactured by a third party and are not covered by the manufacturer's warranty of the original product.
- b. In addition to any other rights you may have under the Australian Consumer Law, our third-party manufacturer of Stair nosing's provides a 12-month limited structural product warranty.

10. CARING FOR YOUR FLOOR:

- a. Your flooring needs to be protected from direct sunlight and extreme heat. Use window treatments (such as blinds, curtains, shutters, or window tinting) to prevent damage, excessive expansion, lipping, gapping, and fading caused by the sun's powerful rays. It is recommended that on very hot days blinds, curtains or shutters remain closed.
- b. We recommend you maintain suitable temperatures within your home year-round. Dramatic temperature changes and/or extreme humidity can cause joints to lip or gap. If homes are unoccupied for long periods of time, protect your flooring by maintaining suitable temperature levels and ensuring all exterior windows are covered/protected. Open all internal doors to create one large zone (as larger areas take longer to respond to temperature fluctuations).
- c. Please protect your floor by using protective felt pads under all furniture. Ensure the felt pads are kept clean and free from grit and dirt. The best methods to keep your floor clean are regular vacuuming or sweeping with a soft broom. Ensure the vacuum head has no protruding sharp edges (preferably with a nozzle suitable for hard surfaces). Do not use a powerhead/beater bar. Provide mats inside and out at entry points to trap dirt and sand before it gets to your floor. Be aware that dirt and sand are abrasive and can be harmful to your floors. Do not use abrasive pads or abrasive liquid cleaners to clean your floor.
- d. Use only manufacturer recommended and pH neutral cleaning products.
- e. Do not over wet or saturate your floor. Water is the enemy of all flooring. Mop up spills as soon as possible. Identify and repair any loose appliance fittings or water leaks.
- f. Use a dry cloth to clean up any water, liquid or other potentially staining marks. Some materials or colorants may migrate into the wear layer.
- g. Never use a steam mop on your flooring.
- h. When moving furniture, it is recommended to lift and not to drag or push to avoid damage.
- i. Pets can damage your flooring. Keep claws trimmed.
- j. Underfloor heating is not recommended with our products.
- k. You must follow both our and the manufacturers care guides for your flooring. Please refer to our website for your flooring care guide. If you are unable to find it, please contact one of our stores or email

11. INSTALLATION:

- a. If the installer arrives on site and is unable to proceed with installation due to the site not being prepared in accordance with this Product Specific Addendum and our reasonable instructions, then you will be charged for the reasonable costs we incur as a result.
- b. Do not put any fixtures through your flooring as this will prevent expansion and contraction of your flooring, leading to possible damage.
- c. A clean, clear site must be provided. Clear access is required. We do not remove or replace furniture.



- d. It is recommended that all tiling is completed, and the areas to be installed are free of other trades.
- e. Our products require a sub-floor specification of no deviation being greater than 5mm over 3 metres. (Please note that builders are only required to finish their concrete floors to 10mm in any room or area, or more than 4mm in any 2m length as per Western Australia Guide to Standards and Tolerances 2019).
- f. Sub-floors do not need to be flat but need to be within tolerance.
- g. Floor preparation done by others, must be within our product's required specification, and the sub-floor must be clear and free of grout, adhesives or other contaminants.
- h. Any additional floor preparation including but not limited to grinding, screeding, or sanding to bring your sub-floor within specification will be required to be charged accordingly.
- i. Please understand that even with correct floor preparation, it is not possible for the installed floor to be completely level. You may still notice some irregularities, unevenness, or downward movement.
- j. When contracted to uplift existing flooring, we will be unable to assess your sub-floor until the existing product has been uplifted. We can assist you with advice on the condition of your sub-floor once the floor is clear, as to whether floor preparation is required and likely costs. Floor preparation is a specialist trade and may require a specialist rather than your installer to prepare your sub-floor.
- k. Our installers need a covered area to cut and work in. This needs to be a minimum of 6sqm.
- l. The nature of our work means there will be dust. To reduce cleaning after installation, it is recommended that you cover items/bench tops/furniture and appliances with plastic sheeting for protection.
- m. It is common practice to undercut doorframes to allow expansion in your flooring. Some paint damage may occur which may need touching up by the client.
- n. Although all care is taken with your installation, sometimes small chips and marks on walls are unavoidable.
- o. It is not common practice to fill pin holes in scotia/beading and this service is not included in the Price.
- p. Doors may have to be removed if there is insufficient clearance for your new floor. It is the client's responsibility to have doors shaved and re-hung.
- q. The removal, replacement of balustrades or stringers is the client's responsibility.
- r. Kitchens, fittings, cabinets and robes should be fully completed before your flooring is installed.
- s. The removal and/or replacement of balustrades or stringers is the client's responsibility.

PLEASE REFER TO MANUFACTURERS' WEBSITES FOR FURTHER CARE AND MAINTENANCE DETAILS AND ASSOCIATED WARRANTY CONDITIONS

If you are unsure of who the manufacturer is for your floor or need assistance with locating the care and maintenance guides, please contact our office on 9202 4545 or pop into one of our stores for further information. It is important to note that not following the care and maintenance guides provided by the manufacturer may impact your product warranty.