

GENERAL TERMS AND CONDITIONS

TERMS AND CONDITIONS OF SUPPLY

Moisture Testing

Whilst all flooring is moisture tested by the manufacturer and again by Planet Timbers prior to dispatch, it is ultimately the installers responsibility to ensure the timber is at a suitable moisture content for the in service environment prior to commencing installation. We recommend acclimatising the timber to in service conditions until Equilibrium Moisture Content (EMC) is achieved. If air conditioning is to be used, the timber should be acclimatised to that environment. If there are any moisture content concerns, please do not install the flooring and instead contact Planet Timbers for further advice. Installation of flooring that is outside of an acceptable moisture content range will void any warranty on that product. For information on timber moisture contents and acclimatisation, please contact Planet Timbers.

Receipt of Goods

Any discrepancy in quantities supplied must be reported to Planet Timbers within 24 hours of receiving the goods. Installation should not commence until quantities have been confirmed, and once commenced we assume the quantity has been accepted as correct. For ease of reference, Planet Timbers keep on file a packing tally sheet for every job which will be called upon to cross reference any potential discrepancies.

Suitable for Purpose

Whilst we will make every effort to ensure the product supplied is fit for purpose, it is ultimately the contractor or end users responsibility to ensure all materials supplied are suitable for purpose prior to use.

This includes, but is not limited to;

- Checking that the timber's moisture content is within acceptable tolerances.
- Testing the moisture content of the concrete slab.
- Ensuring product is within code (i.e. not past best before / used by dates).
- Ensuring the machining/profiling falls within acceptable tolerances.

All products, floor boards and decking should be visually checked for faults or inconsistencies prior to installation, and if deemed inappropriate returned to Planet Timbers for a free exchange. Products that are faulty at the time of supply should not be installed, and are not covered by the warranties.

Care & Maintenance

To protect the appearance and structural integrity of your timber floor, a structured post installation care and maintenance regime is of the utmost importance to you or your customer. You/they should;

- Ensure the timber flooring is never exposed to large amounts of water.
- Regularly remove loose dirt and grit using a dry mop, microfiber cloth or vacuum cleaner. If using a vacuum cleaner, ensure it's equipped with soft brushes to avoid scratching of the floors coating.
- Never use a steam cleaner or wet mop. There are certain damp timber flooring mop kits available on the market which may be appropriate, however the suitability should first be checked with us.
- Ensure the relative humidity and temperature within the dwelling consistently remains within an acceptable range.
- Avoid prolonged periods of air conditioning. Air conditioning can artificially adjust the atmospheric conditions within a dwelling, both temperature and humidity, which may subsequently cause the timber to expand or contract due to its hygroscopic nature.
- Wipe up any wet or dry spills immediately with a dry or slightly damp cloth to avoid staining or reaction with the coating.
- Never clean with harsh or abrasive products, scourers or any other cleaning product that may react with the timber floor coating.
- Avoid stiletto heels and other footwear that may impose heavy point loads. Failure to do so may cause indentation in the flooring.
- To avoid uneven discolouration, regularly move mats and rugs so that the floor ages evenly. UV light with often change the tone of a timber floor, especially in the first 6 months after installation.
- Invest in window treatments to avoid exposing the floor to direct sunlight for extended periods of time, which can dry out the timber causing localised gapping and/or cupping.

For more detailed information on the timber flooring supplied, please contact one of our staff or visit the Australian Timber Flooring Association website (www.atfa.com.au). Publications such as *'The Consumer Guide to Timber Flooring'*, *'Caring for your Timber Floor'* and the various *'Industry Standards'* are highly recognised and informative documents.

INSTALLATION WARRANTY

Planet Timbers offer a comprehensive 6 year warranty on all workmanship, floorboard installation and related products purchased after July 1, 2009 provided an installation contract exists between the customer and Planet Timbers. This warranty is subject to the limitations, exclusions, disclaimers and procedures set forth herein. All of our products come under manufacturers' warranties, however reasonable wear and tear should be expected and is not covered under these warranties.

Who is covered?

All warranty periods commence from the date of purchase. This warranty is offered to the original purchaser and is not transferrable unless purchased by a builder or developer. In this case, and provided it's within 12 months from the date of purchase, the initial owner of the property will be entitled to full cover under this warranty.

How to make a warranty claim and what is covered?

To evoke a claim under this warranty, communication with the store from which your flooring was purchased must be made, and proof of purchase provided. The store will then contact our installations division to arrange an inspection, who will shortly thereafter provide a determination regarding the warranty claim.

You must notify the store within 7 days of installation being completed, or a defect being noticed, otherwise the claim will be deemed invalid under this warranty.

Only an authorized representative of Planet Timbers can approve a warranty claim.

In the event that a claim is authorised, a remedy will be issued in writing by Planet Timbers which will be tailored to suit the individual circumstances. Remedies will vary depending on condition of the flooring, and can be anywhere from full floor replacement to the repair of individual boards. The remedy on each claim will be at the sole discretion of Planet Timbers. Should board replacement be necessary, new board(s) from a current batch will be supplied to replace or repair the board(s).

Any outstanding monies payable on invoice must be paid in full within 14 days of the rectification being completed. A claim under this warranty does not give rise to any compensation over and above the repair, or any reduction in amounts owing on the agreed value of works.

This warranty is in addition to, and has no impact on, statutory rights of any purchaser under Australian Consumer Law. Claims must be lodged by contacting the store from which the flooring was purchased within 15 days of the problem being noticed.

Acceptable use

Timber flooring is intended for internal use only and should not be installed externally.

Timber flooring should only be installed in suitable environments which are occupied and protected from direct heat and sunlight. Where heating and cooling systems are in place, they should be used to control internal temperatures and humidity and to maintain a stable atmospheric environment. Timber should not be installed in wet areas such as bathrooms, toilets and areas or rooms where a floor waste (drain) is present. Residential kitchens are not considered wet areas. Timber should be installed as per the manufacturer's installation instructions and maintained in accordance with our Care & Maintenance Guidelines.

Extended use of heating and cooling systems or extended periods of absence should be avoided and may cause stress and associated distortion to your timber floor. As a general rule, if you would be comfortable in an environment, so will your floor, with the opposite also applying.

Flooring should always be moisture tested prior to installation. Should it be deemed that the flooring was installed in an inappropriate environment and/or at an unsuitable moisture content, claims against future distortion are excluded.

Realistic consumer expectations

Timber is a natural product and small splits in the surface of the floor can occur. This is known as surface checking and should be considered normal.

In addition, small surface blemishes in the coating and/or gaps that appear between boards as a result of seasonal or environmental changes should also be expected. The coating used to finish timber flooring is hard and fit for purpose, however is not scratch or chip proof and hence reasonable care should be taken to avoid damage.

A degree of gloss variation between boards installed may occur. Note that gloss variation, surface checking, scratches, chips, gaps or small blemishes are not considered as major failure but rather considered part of purchasing a natural timber floor.

Planet Timbers will make every effort to avoid damaging the wall paint or plaster during installation and/or floor removal. However, it can be expected that slight damage may result from removing existing skirting/trim and

occasionally during the installation process due to the close proximity of machinery to the walls. Planet Timbers will not be held accountable for repairing wall damage resulting from necessary installation/removal work, nor will the cost of repairs be covered under this warranty.

These definitions are not intended to reduce or diminish the statutory rights of any purchaser.

What is not covered?

Scratches, stains or indentations of any type are not covered by this warranty.

Wear or structural deformation that may be associated with improper installation and/or improper maintenance procedures is not covered if installation and/or maintenance is done by others.

Damage, intentional or accidental, caused by abuse, misuse, stiletto heels, dragged objects, heavy furniture, sand, stones, castor wheels, dropped items are excluded from this warranty.

Damage associated with water or other liquid spills along with moisture ingress from any other source (i.e. flood, seeping walls, extremes in humidity) are not covered under this warranty.

Any external costs associated with rectification work required other than the supply of new flooring. Re-painting, removal of fixtures or furniture, accommodation and any other costs are specifically excluded from this warranty.