

Limited Warranty



Hybrid Plank

A. General

1. 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.

B. Warranty

1. Under normal household conditions, Dunlop Flooring warrants that the wear layer of your floor will not abrasively wear through to the design layer in a single area greater than 1cm².
2. Dunlop Flooring installation instructions must be followed closely when installing your floors. Dunlop Flooring's recommended care and maintenance instructions should always be followed after your flooring is installed. Abrasive wear implies actual wearing through of the floor surface to show a visual change in the floor's appearance and does not include other changes in appearance. E.g. scratches, chips, indentations, small gaps due to seasonal movements, gloss variation between boards, reductions in gloss level etc. or other changes in appearance due to events set out in clause 6 of the conditions (C.6).

C. Condition

1. This warranty applies to new Dunlop Flooring hybrid plank floors purchased in Australia after 14th February 2023 and if it is professionally installed in accordance with the Dunlop Flooring Installation Instructions.
2. This warranty only applies to new flooring in its original installation.
3. This warranty is only provided to the original purchaser of the floor and is not transferable. If the original purchaser is a builder or developer, this warranty applies if purchased within 12 months of completion of original flooring and it is not transferrable.
4. Dunlop Flooring reserves the right to reject a claim under this warranty for flooring that was installed where a reasonable assessment of the flooring before installation would have identified the fault.
5. Any faults that occur as a result of failure to

comply with the installation instructions and care & maintenance instructions will not be covered by the product warranty.

6. This warranty does not cover damage to the floor which has been caused by:
 - Improper installations (refer to Dunlop Flooring installation instruction)
 - Improper maintenance (refer to Dunlop Flooring care and maintenance instructions)
 - There has been, in the opinion of Dunlop Flooring, a material change to the use of the premises within which the Product is used. Product has been installed or used in an industrial setting or commercial setting other than those specified in installation instructions.
 - Unusual man-made or natural disasters, including leaking or broken plumbing, fire, flood, earthquake or standing water has occurred during or after installation.
 - Damage associated with exposure to excessive moisture (on the surface or beneath the floor)
 - Damage arising due to the exposure of the floor to extreme cold or extreme heat, 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 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 floor 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).
 - Improper alterations to the original manufactured product. Alterations, repairs, refinishing or reinstallation to the original product will void all warranties.

D. If Dunlop Flooring product fails

If any part of your floor fails to perform in accordance with this warranty, then Dunlop Flooring will repair or supply your replacement product according to the following percentages.



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Heartridge Residential Warranty:

Year*	Percentage
0-5	100%
6-8	75%
9-12	50%
13-15	25%
16-30	10%

Heartridge Commercial Warranty:

Year*	Percentage
0-2	100%
3-4	75%
5-6	50%
7-8	25%
9-10	10%

Frontier Residential Warranty:

Year*	Percentage
0-2	100%
3-5	75%
6-7	50%
8-10	25%
11-20	10%

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

1. The re-supplied product will come from Dunlop Flooring's current batch of equivalent product
2. Unless expressly stated, Dunlop Flooring will not be responsible for any labour charges incurred in re-installation of any Product, any associated rectification work or any costs or labour charges relating to replacement of any flooring surface on which the Product is used. Re-painting, removal of fixtures or furniture, accommodation, waste removal and any other costs are specifically excluded from the Guarantee. Reasonable labour charges associated with any rectification work 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 but is not automatically given in such circumstances.

A request for such costs should be made through the formal claim procedure (see paragraph on How to make a claim for details).

3. If a claim is authorised, remedies or rectification will be tailored to suit individual circumstances. It can vary depending on the condition of the floor and warrantable area from full floor replacement to repair of individual planks.

E. House owner obligation

1. It is important to retain proof of purchase to establish that the floor was supplied by Dunlop Flooring and is at its original installation site. Please keep proof of purchase in the form of a receipt, bill, invoice or statement from the retailer, showing the price you paid and the date of its purchase, together with proof of installation address and date.
2. Floor installation is done by a professional installer in accordance with the Dunlop Flooring installation instructions.
3. Maintain your floor according to Dunlop Flooring care and maintenance recommendations.

D. How to make a claim

1. If you wish to make a claim under the Guarantee, 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 Monday to Friday.
2. To be valid, claims must be made within 30 days of the defect or performance failure having been noticed.
3. When you make any claim under the Guarantee it is essential that you provide a copy of your proof of purchase of the Product, for example, your receipt. A claim under the warranty is not formally made unless and until that proof of purchase is provided. You will not be able to gain the benefit of the Guarantee without making a valid claim.
4. Upon visiting an Authorised Stockist with a copy of your proof of purchase, the Authorised Stockist can arrange for an assessment of the Product at the location where the Product has been installed.

