

Marlet Vinyl Warranty

Marlet International PTY LTD products to be free from defects in material and workmanship ,
Under normal use and service , for a specified length of time from the date of purchase as set forth below . This limited warranty only applies provided the flooring covered by this warranty is installed and maintained according to Pino and Sage Vinyl Planks Installation & Maintenance guides .

Australian Consumer Law

Our products come with guarantees that can not be excluded under the Australian Consumer Law . You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage . You are also entitled to have the goods repaired or replaced if goods fail to be of acceptable quality and the failure does not amount to a major failure.

Acceptable Quality

Pino and Sage Vinyl Planks are fit for use in internal installation only and should not be used external environments . Furthermore , Pino and Sage Vinyl Planks must be installed as a floating floor . Pino and Sage Vinyl Planks should be installed in an area which is occupied , protected from direct heat and sunlight and where heating and cooling systems are in place and used to control the internal temperatures and humidity before , during and after installation.

Major Failure

Pino and Sage Vinyl Planks top coating used is not scratch or chip proof and reasonable care should be taken to avoid scratching and chips from occurring . Scratches , chips , gaps or small blemishes are not considered as major failure . They are considered part of purchasing a vinyl floor . These definitions are not intended to diminish or reduce the statutory rights of any purchaser Pino and Sage Vinyl Planks warranty only covers the manufactured goods . Installation warranties should be obtained from the installation company or individual completing the installation.

Marlet International PTY LTD recommends that all their floor coverings are professionally installed for a valid warranty .

Warranty Coverage

This limited warranty covers manufacturing defects , wear , fade or stain for 20 years residential 5 years commercial from the date of purchase .

DEFINITIONS / To Be Covered :

“Wear” must be through the wear layer to the degree that the printed pattern is affected or altered .

“Fade” must be to the degree that the floor is permanently discolored .

“Stain” must be from normal household cleaning agents , chemicals or routine care & maintenance .

This limited warranty extends only to the original end-user . Pino and Sage Vinyl Planks warranties are non-transferable .

No installer , retailer , distributor or agent , or employee Marlet International Pty Ltd may alter the obligations or limitations of any Marlet warranty .

Warranty Limitations

Please take notice that none of the following kinds of problems are problems arising from defects in material or workmanship , and are therefore not covered by this Product Warranty :

a) Defect arising from poor installation (this includes - damage arising from sub-floor irregularities , for example excessive unevenness , loose nails or other protrusions ; visual surface defects caused by previous floor coverings that should have been removed or covered , for example ceramic or bit mastic tiles , floor-boards , cushioned vinyl , or by failure in the underlayment ; seams “peaking” or opening due to use of incorrect adhesive or seaming method ; edge-to-edge shade variation ; discoloration arising from installation next to a source of excessive heat) ; and visible trowel mark .

b) Dissatisfaction due to improper maintenance .

c) Problems arising from excessive moisture , alkali or hydro-static pressure in substrate .

d) Problems arising from cuts , tears , gouges , burns or other damage caused by stiletto or sharp high heels (these will damage even concrete) , sharp or hot objects dropped on the floor , dragged appliances , unprotected furniture feet , damage from pets etc .

e) Damage caused by chemically reactive material , carpet cracking ,dye , mold , stains , spillage , burns , gouges , scratches , indentations , floods , accidents , abuse or any harsh scouring pads while buffing .

f) Small difference in colour and or texture between the actual material or photographic images of the material and the actual flooring purchased .

g) Construction or installation -related damage .

h) Surface scratches , changes in shading , texture and / or gloss during use .

i) Damage caused by inappropriate end-user activities .

j) Installation of products with adhesives other than those recommended by Marlet International .

K) Products may have slight colour variation not detected at the factory . All products must be dry laid and examined under standard lighting conditions for colour acceptance before being installed .

The preceding list is not exhaustive , but is merely illustrative , of the many kinds of problems that are not due to defects in material or workmanship in the products , and are not within the coverage of this warranty . Other such problems not described on the list above are also outside the scope of this warranty .

This Limited Warranty is in lieu of any other warranties , expressed or implied . Please keep your receipt or obtain it from the original purchaser . Marlet International Pty Ltd requires the receipt in order to verify date of purchase to help resolve any problems.

Warranty Claims

If Marlet International Pty Ltd accept a claim under this limited warranty , it will replace the affected material with the same product or another product of equal value . The sole remedy herein is the replacement of all defective product . This limited warranty covers the cost of materials only and does not include labor or any other related cost . Under no circumstances shall Marlet International Pty Ltd be liable for any loss or damage arising from the purchase , use or inability to use this product or any special , indirect incidental or consequential damages . All claims must in writing (including photographic evidence) & sent within thirty 30 days after the defect has been detected and mailed to the place of purchase . Any party that commits to floor repair / maintenance without the consent of the Marlet International Pty Ltd will be responsible for the cost of the repair or replacement . All settlements will be accompanied by a waiver signed by all parties .