



Oxford Imports Pty Ltd
PO Box 2530, Mansfield QLD 4122
2/44 Devlan St, Mansfield QLD 4122
PH: 07 3343 7677
F: 07 3849 6264
W: www.oxfordimports.com.au

Warranty

Oxford imports Pty Ltd is proud to offer a TWENTY YEAR structural warranty on the integrity of its range of engineered timber flooring products, this Warranty is solely to the original purchaser of the floor and is not transferable.

Please, ensure all installation instructions are read carefully, before proceeding with the actual installation, if you do not accept the terms and conditions of this warranty, do not install Oxford engineered flooring.

Oxford timber flooring must be installed, in conjunction with the “warranty guidelines” and the “installation recommendations” on our website www.oxfordimports.com.au . The sole obligation of this warranty at Oxford Imports discretion is to repair, refinish, exchange of defective products only.



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Guidelines of Warranty (Terms and Conditions)

Pre- Installation

Prior to installation, the Installer/Owner should perform a detailed product inspection. Material must be inspected for quality, quantity, species, moisture and colour prior to installation. The installer must communicate with the owner to ensure the timber to be installed, is to the owner's expectation for species and colour. If the flooring is not acceptable for any reason at this time of the inspection, DO NOT INSTALL THE FLOORING and contact the seller or Oxford Imports immediately.

Oxford engineered flooring must be acclimatised in normal living conditions of the given location/area for installation and the normal EMC (equilibrium moisture content) level for that area should to be achieved, all states of Australia and all areas of those states will have a different EMC and it is the responsibility of the installer, to ensure the timber meets these levels before installation, for acclimatisation ensure all windows and doors are closed, with a proper mechanical ventilation. (With all timber flooring the cause of buckling, cupping and shrinkage can be due to a greenhouse effect, which is created if the closed house/building, does not have proper mechanical ventilation), also a rapid change of climatic conditions in the house/building can have the same effect, e.g. heating or cooling turned on high suddenly and left on for extended periods of time, therefore changing the normal EMC level of the flooring.

The Australian standard for moisture content in flooring is between 10-13%, due to its make up engineered flooring has more tolerance, but it is still essential that the Engineered flooring be no more than 1-5 to 2% over or under the normal EMC level for the given area for installation.

Oxford Imports warranty will be voided if any of these guidelines are not strictly adhered to.

Further Conditions of Warranty

- The flooring must be installed by a qualified/accredited flooring installer in accordance with Oxford Imports installation recommendations.
- This warranty is for domestic use of product only, not commercial.



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- The Warranty does not cover damage caused by misuse, abuse, accident, pets, stiletto or high heel shoes, direct sunlight, precipitation, dew, frost, wind, flood, storm or any other natural disaster and/or act of God.
- This warranty does not cover damage caused by leaking/bursting water pipes, refrigerators or dishwashers or any other damage caused by overflowing liquid or water.
- This Warranty does not cover damage caused by steam mops or any foreign cleaning product not recommended by Oxford Imports, damage caused by spillage of ammonia, oil, white spirit, solvent thinner, mentholated spirit, nail polish remover or similar, that could affect the integrity of the flooring.
- This Warranty does not cover damage caused by furniture with little or no protection, felt or similar should be used at all times and the felt or similar should be cleaned at regular intervals.
- Rugs and mats should be moved regularly to prevent colour changes in the floor, due to lack of exposure to natural UV light.
- The flooring is not to be laid in wet areas, such as laundries and bathrooms.
- When using Oxford engineered 20/21mm product in a joist/bearer situation, which is exposed to the elements, the underside of the flooring must be coated with a moisture Cure Polyurethane sealer or similar for protection.
- 15mm Oxford imports flooring is not suitable for a joist/bearer installation.
- Under floor heating is not to exceed at maximum of 27 degrees Celsius for the life time of the floor, the relative humidity level should be maintained between 45% -65%. The temperature of room/rooms for installation should have a consistent temperature between 15-30 Degrees Celsius.
- All chairs computer or similar on rollers or coasters are to have suitable protective mats underneath.
- Oxford Imports will only incur costs to the installer for repair or replacement of the floor, or reimbursement of the original purchase price, not be liable for any costs for alternative accommodation, furniture removal, legal costs, damages for physical or mental inconvenience.
- Apart from the Warranties implied by the trade practice act 1974 as amended from time to time, all other Warranties express or implied, whether arising by virtue of stature or otherwise are excluded.

Claims

To make a claim, contact the reseller or state distributor, or contact Oxford Imports, all claims are to be in writing, giving a full description of, Product, installation method, moisture content readings of both sub floor and Oxford Engineered Flooring at time of installation, adhesives and coatings used, the primary use of the finished product, whether that be domestic or commercial.