

information  
warranty

GENERO DESIGN PLUS  
OFFERS THE  
FOLLOWING  
WARRANTIES:

Your selected flooring will be covered by the  
following warranty:

10 YEAR COMMERCIAL WARRANTY  
15 YEAR DOMESTIC WARRANTY

For more information visit  
[www.polyflor.com.au](http://www.polyflor.com.au)



WARRANTY  
PROVIDED BY



This warranty is effective for  
purchases made after  
01.07.2022



The floor you've been searching for

[choicesflooring.com](http://choicesflooring.com)

## PRODUCTS COVERED BY GUARANTEE:

Genero Design Plus

GUARANTEE PERIOD: 10 year Commercial, 15 year Residential

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 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.

All Polyflor products are tested in accordance with the claims made within our trade literature. The quality systems which control the design, manufacture and supply of all Polyflor products are accredited to ISO 9001. Also, most Polyflor products have been awarded independent Agrément Certification in the United Kingdom where applicable for the product category. Polyflor Ltd. also has environmental accreditation to ISO 14001.

Polyflor Australia Pty Ltd (Polyflor) guarantees that each product covered by this guarantee as specified above (Product) will be free from any manufacturing defects, that it will be appropriate for the use area applications listed in the general slip performance requirements of Standards Australia Handbook 197 and Handbook 198, and that our Polysafe safety floor will provide a minimum of 10 years serviceable life in normal wear and tear circumstances.

This guarantee is only valid if the Product is installed by a skilled tradesperson, the installation is carried out in accordance with the recommendations detailed in the Polyflor Technical Manual and AS 1884 using adhesives approved by Polyflor. The installed floor must be maintained in accordance with Polyflor maintenance recommendations and using products recommended by Polyflor, and all reasonable precautions must have been taken to eliminate the presence of dirt through dirt barrier systems e.g. entrance matting.

Prior to commencing any replacement work, Polyflor or their agent reserves the right to visit the installation to investigate the cause of the problem. If Polyflor agree that the product is at fault, they will arrange with the installer the remedial course of action, who will then carry out the necessary work. The replacement will cover the immediate affected area and the adjacent area up to the nearest practical or natural break i.e. doorway or change of use area. Polyflor will not accept or be liable for any liquidated damages or other costs not included in the aforementioned statements. This guarantee does not affect the individuals' statutory rights with regard to both the product and services supplied. This guarantee is non-transferable. Proof of purchase will be required for any claim.

In providing this guarantee at no extra cost to the end user, Polyflor reserve the right to offer an alternative colour or equal product should a direct replacement no longer be available. This guarantee does not cover defects arising from external factors which include, but is not limited to, excessive moisture, fading from direct sunlight and UV sources, scratching, chemical reaction, corrosion, extremes in temperature, abuse and abnormal usage above which the product is specified.



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