

WARRANTY

This document details the terms and conditions of the warranty provided with George Low floorcoverings.

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.

We represent and warrant that our floorcoverings to fully conform to the agreed upon specifications. The warranty period is 5 years from the date of installation.

The floorcoverings must be properly installed according to the relevant Australian Standard and adequately cleaned and maintained by professionals.

Floorcoverings damaged as a result of inappropriate use or deliberate destruction as well as mere optical defects will not be considered as cases of warranty involving our responsibility.

George Low Pty Ltd will not be held responsible for product failure arising from circumstances beyond its control such as structural movement, extreme temperature or UV, excessive moisture, vapor or alkali in a concrete subfloor, abuse, accidents, the effects of chemicals or aggressive solvents, the incorrect use of cleaning agents or incorrect maintenance products.

Should new items be partly or fully supplied by us for damage involving our own responsibility, we are entitled to deduct and charge a yearly percentage of use of 1/5 of the replacement price. George Low's liability under the warranty is limited to replacing any floorcovering accepted as defective during the period of warranty. George Low will not be responsible for any labour charges or associated costs incurred in replacing the floorcovering.

To make a claim under warranty you should contact the retailer from which the original supply was made or phone George Low customer service on 03 9587 4222 between 9am - 5pm AEST Monday to Friday.

Our Standard Terms and Conditions of Sale remain applicable.

George Low of Melbourne Pty Ltd ACN 006 296 224

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