

Karndean Designflooring Residential Warranty against Defects (Our Guarantee)

We offer residential warranties to consumers that purchase our products through our trade customers, who may be (but not limited to) floor covering retailers, fitters or contractors.

Our goods come with warranties that cannot be excluded under 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.

Claim Eligibility

To make sure you are eligible to lodge a claim, should the need arise, please keep a copy of your proof of purchase invoice, including details of the business that supplied and installed the product, the name and code of the product(s) purchased and the date of installation.

How to Claim

This warranty is provided by Karndean International Pty Ltd (ACN 052 427 853) trading as Karndean Designflooring. If you find that one of our products has failed within its warranty period in the first instance please contact the business that you purchased the products from. Should you be unable to do this please contact us by emailing customerservice@karndean.com.au

Warranty Periods

Warranty periods vary depending on the product you have purchased, as listed below:

Product Range	Warranty Period
Art Select	20 years
Da Vinci	20 years
Van Gogh	15 years
Opus	15 years
Knight Tile	12years
Michelangelo	15 years

Any fault must appear within this period from the date of purchase in order for you to be eligible to make a warranty claim.

Honouring the Warranty against Defects

To make sure we are able to honour the warranty set out above your floor must be installed in accordance with Australian Standard ANZ1884:2012. The products must be kept clean and well maintained throughout the warranty period, preferably with Karndean Designflooring floor care products, which are widely available [from Karndean Stockists](#).

Bearing Expenses

If you (the consumer) bear any fair and reasonable expenses whilst making a valid claim against the warranty set out above, Karndean Designflooring will refund these in full. Expenses can be claimed by emailing customerservice@karndean.com.au and stating the details of your warranty claim. The judgement of fair and reasonable expenses will be at Karndean Designflooring's discretion and may require proof of those expenses being incurred. We reserve the right to refuse to pay any expenses.

Rights and Remedies under Consumer Law

The benefits to you (the consumer) under the warranty outlined above are in addition to the rights and remedies you are entitled to under the law that relates to the purchase of our goods.

Karndean International Pty Ltd is the provider of this warranty

Tel: 1800 428 963

Email: customerservice@karndean.com.au

Address: 835 Stud Road, Knoxfield, VIC, 3180