

PRODUCT WARRANTY · HYBRID FLOORING

EZY DECKING .com.au

25-Year Hybrid Flooring Warranty.

Waterproof click-lock hybrid flooring, warranted against wear-through, swelling and structural failure.

DOCUMENT

Hybrid Flooring Warranty v1.1 September 2026

ISSUED

MARKET

Australia

This warranty sets out the cover Ezy Decking provides on its Hybrid Flooring range. It is straightforward by design: we tell you plainly what's covered, what isn't, and how to make a claim. This warranty is provided in addition to your rights under the Australian Consumer Law.

RESIDENTIAL COVER	COMMERCIAL COVER	COVER TYPE	APPLIES TO
25 years	10 years	Full non-prorated	Original purchaser

01 What is covered

Ezy Decking warrants that, under normal use and when installed and maintained in accordance with this warranty, the flooring will be free from the following manufacturing-related defects for the applicable warranty period:

Wear layer. Warranted against wear-through of the surface wear layer under normal residential foot traffic.

Waterproof core. The board core will not swell, warp or delaminate as a result of topical surface water and household spills.

Structure & locking system. Boards are warranted against manufacturing cracking or splitting and against separation of the click-lock joint under normal use.

02 Warranty periods

Residential cover is 25 years and commercial cover is 10 years. Both are full and non-prorated — a valid claim in the final year is treated the same as one in the first. The period runs from the original date of purchase.

03 Who is covered

This warranty is extended to the original purchaser of the flooring only and is non-transferable. It does not pass to subsequent owners of the property or the goods.

04 What is not covered

This warranty covers manufacturing defects only. It does not cover damage or change arising from anything other than a defect in the product. The following are excluded:

- Impact, scratches, scuffs, dents and point-load damage (stilettos, castors, heavy furniture without pads)
- Water damage from flooding, plumbing leaks, or rising/subfloor moisture where no moisture barrier was used
- Subfloor not prepared within the maximum levelling tolerance — 2 mm over the length of a plank for 6.5 mm flooring, and 3 mm over the length of a plank for 9 mm and 10.3 mm flooring
- Other improper subfloor preparation, excess subfloor moisture, or failure to acclimatise the boards
- Damage to the click-locking system on the short or long edges caused by incorrect, forced or poor installation
- Failure resulting from incorrect or omitted expansion gaps
- Fading from prolonged direct sunlight through glazing beyond normal levels
- Commercial use under the residential period (commercial cover is 10 years)
- Steam cleaning, wet-mopping with excess water, or harsh chemicals
- Pet damage, fire, flood, storm or ground movement

WATERPROOF — THE RIGHT WAY

The core is waterproof against topical spills and surface water. It does not protect against water reaching the boards from below — a suitable moisture barrier over the subfloor is required where moisture may be present.

05 Installation conditions

The subfloor must be clean, dry and level to within the maximum tolerance — no more than 2 mm over the length of a plank for 6.5 mm flooring, or 3 mm over the length of a plank for 9 mm and 10.3 mm flooring — with a moisture barrier installed where required. Boards must be acclimatised and laid with correct expansion gaps, and the click-locking system must be engaged correctly and without force on both the short and long edges, strictly in accordance with Ezy Decking's published installation guidelines. Proof of compliant installation is required to make a claim.

06 Maintenance conditions

The owner must maintain the goods as directed for this warranty to apply:

- Sweep or vacuum regularly; clean with a well-wrung damp mop only — never flood the floor or use a steam mop
- Use felt protector pads under furniture legs; lift rather than drag heavy items
- Wipe spills promptly; avoid harsh solvents and abrasive cleaners

07 Making a claim

To make a warranty claim, contact Ezy Decking at sales@ezydecking.com.au and provide:

- Original proof of purchase (Ezy Decking invoice or receipt)
- The date and location of installation
- Proof of compliant installation (installer details and/or photographs)
- Clear photographs showing the claimed defect
- A physical sample of the affected flooring, if requested

08 Our remedy

Where a claim is approved, Ezy Decking will supply replacement flooring only. This warranty does not cover the cost of labour to remove and reinstall, which remains the responsibility of the owner.

If the original product or colour has been discontinued, Ezy Decking will, at its discretion, supply the nearest available equivalent from the current range, or provide a credit to the original purchase value of the affected flooring.

DELIVERY OF REPLACEMENTS

Ezy Decking covers local delivery of replacement flooring up to 20 km from the nearest Ezy Decking location. Delivery beyond 20 km is the responsibility of the owner.

09 Your rights under Australian Consumer Law

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. This warranty is provided in addition to, and does not limit, your rights and remedies under the Australian Consumer Law.

WARRANTY ISSUED BY

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