

GUJI Hybrid Floors

Warranty Terms & Conditions

All GUJI Hybrid Flooring comes with a 20-year Residential Wear Warranty from the date of purchase in accordance with the conditions set out below.

Residential wear warranty – warranty covers wear through the coated surface of the floor in any single area greater than 1m² within 20 years of the purchased date. This warranty subject to standard household conditions, the 'wear' layer will not wear through to the design layer, this is defined as the surface layer showing a visual change in appearance due to wearing. Damage resistance does not include scratches, chips, dents, tears or gaps due to seasonal movement of planks. It also does not apply to loss of gloss or gloss variation due to natural ageing, or any change in appearance due to events described in the General Conditions.

Lifetime Structural warranty – your GUJI Hybrid flooring should not delaminate during the warranty period. This warranty does not cover the separation of pre-adhered layers.

Stain and Spill Resistance warranty – your GUJI Hybrid flooring is resistant to standard household stains and not be damaged by standard household spills for the period of the warranty if immediate actions are taken according to GUJI Hybrid Floors Care and Maintenance Guide.

Waterproof warranty – the surface of your GUJI Hybrid floor is waterproof from mopping or normal household spills (provided the spills are immediately mopped up and cleaned). Subject to regular mopping or short-term spills, the floor should not warp, discolor, swell, buckle or significantly lose structural integrity. If installed in wet areas, such as bathrooms or laundries, installation must be according to GUJI Hybrid Floors Installation Instructions, wet areas not included areas/rooms with built in drains, such as showers or sauna, warranty will be void if floor installed in areas/rooms with built in drains.

This warranty does not cover any damage due to flooding, leaking pipes or appliances, spills left without mopping immediately or similar damages resulting from mold or mildew growth.

GUJI Hybrid Flooring Installation Instruction must be followed closely when installing. GUJI Hybrid Flooring Care & Maintenance Instructions should always be followed once the installation is completed.

General Conditions

1. GUJI Hybrid Flooring is designed solely for indoor use in a residential premise and must be installed as a floating floor, not directly pinned or glued to a subfloor. All installations must be professionally installed according to GUJI Hybrid Flooring Installation Instructions.
2. This warranty applies only to the original purchaser of the floor and is not transferable, unless in the case the builder or developer purchases the floor, the occupant of the residential premise will be entitled to cover under this warranty in 12 months after purchase of the floor. Warranty will be effective from the date of the initial purchase in all circumstances.
3. Please ensure all the receipt, invoice or statement has been kept as a proof of purchase from the retailer that shows the details of the product, price, installation address and the date of purchase for GUJI to know the best way of helping for after sales service.
4. A minimum of 5% of the total installed flooring area must be affected for the warranty to apply.
5. This warranty applies when GUJI Hybrid Flooring is installed in a residential, inhabited area protected from direct sunlight and heat, where temperature and humidity levels can be controlled
6. This warranty does not apply when GUJI Hybrid flooring is
 - installed in wet areas/rooms, such as bathrooms or laundries not according to GUJI wet area installation guide
 - installed in areas/rooms where built in drains is present or required, such as showers or sauna

GUJI Hybrid Floors

- installed in areas/rooms where floors have been exposed to excessive direct sunlight or moisture (either on the surface or infiltrate underneath the surface)
 - damaged by water/liquid directly caused by spillage, appliance failure, floods or any other forms of water exposure
 - damaged or wear due to improper installation, such as not providing expansion (please refer to GUJI installation guide), or improper maintenance (please refer to GUJI care and maintenance)
 - any failure or improper installation due to subfloor structural reforms, improper building settling or an uneven subfloor that has not been properly levelled (+/- 2mm over 1000mm)
 - chips, scratches, marks, dents, permanent stains and other forms of damage due to misuse, abuse, dragged objects, stiletto heels, heavy furniture, dropped items, dirt, sand, gravel, wheels, or any other mechanical means, (such as exposed to extremely hot material, chemicals or industrial products, except for recommended care products mentioned in GUJI care and maintenance guide)
 - improper alternated, repaired, refinished or reinstalled
1. This warranty does not cover labor or other expenses of any rectification work (such as repainting, removal of furniture or fixtures and accommodation) other than the supply of replacement flooring (and scotia beading if necessary). Reasonable labor expense for repair or replacement work is considered by discretion of an authorized GUJI representative
 1. Reasonable subfloor condition should be inspected before installation. Warranty may not be honored if the flooring is already installed. Products believed to be defective by an installer or the purchaser should be returned prior to installation.

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 acceptable quality and the failure does not amount to a major failure.

Making a claim

If you believe your flooring qualifies for repair or replacement under this warranty or as required by Australian Consumer Law, please notify the retailer that the flooring was purchased from within 30 days of noticing the issue, a proof of purchase will most often be required. The retailer will then contact the authorized GUJI distributor to arrange appropriate actions, including to arrange an inspection of the installed flooring. Shortly after a determination will be made regarding your claim, in solely discretion of GUJI representative, if a claim is authorized, remedies will be tailored approach with individual circumstance such as requisite fixation, replacement or reparations, replacement boards will be supplied by GUJI. Any claim of manufacturing defect must be lodged within six months of installation.