

Residential Wear Warranty

All timber flooring is sold with a lifetime (25 year) warranty from the date of purchase.

Lifetime Structural Warranty

Milton Lane Timber is sold with a Lifetime Structural Warranty that covers warping or twisting of any board for the life of the floor, in accordance with the conditions listed below and as a result of product manufacturing faults or defects. Warping and twisting refers to a board independently distorting when compared to adjacent boards. These terms do not refer to cupping or doming. Cupping and doming, refers to the reasonably uniform convexing or concaving shape across the width of the surface of boards installed. Cupping and doming, whilst extremely uncommon, are caused by factors relating to installation or the installation environment. As they are outside the control of the manufacturer, they are specifically excluded from this warranty.

It is also important to note that Milton Lane Timber flooring should be installed and maintained in accordance with our installation instructions and care & maintenance guidelines (please refer to website resources).

Of course, boards that are visibly faulty or deemed visually or structurally inappropriate prior to installation should not be installed and are therefore also not covered by this or, to the extent allowed by law, any other warranty.

Lifetime Wear Warranty

Milton Lane Timber is sold with a lifetime Year Residential Wear Warranty covering wear through of the coated surface (to bare timber) in accordance with the conditions listed below. Of course, all care and maintenance guidelines should be followed at all times (a copy of the care & maintenance guidelines available on our website).

A minimum of 5% of the floor area must have worn through to bare timber to evoke this warranty.

Who is covered?

All warranty periods commence from the date of purchase. This warranty is offered to the original purchaser and is not transferable unless, in the case that a builder or developer purchases the flooring. In this case, the owner of the property 12 months after purchase of the flooring will be entitled to full cover under this warranty.

Who is not covered?

Wear that may be associated with water or liquid damage from any source (moisture ingress from any source into the board). Scratches, stains or indentations of any type are also not covered by this warranty.

Wear or structural deformation that may be associated with improper installation / improper maintenance / commercial settings.

The instance of surface checking (fine surface splits), gloss variation between boards, colour variation between boards or natural features including gum veins, knots, insect trails etc. are considered a natural part of timber flooring and are therefore excluded from this warranty.

Damage, intentional or accidental, caused by abuse, misuse, stiletto heels, dragged objects, heavy furniture, sand, stones, castor wheels, dropped items etc.

Labour charges associated with any rectification work. In some cases, and only when a floor has been professionally installed by the retailer or place of purchase, reasonable labour costs may be considered, at the sole discretion of Milton Lane Engineered Timber.

Any costs associated with any rectification work required other than the supply of new flooring and Scotia beading if necessary. Re-painting, removal of fixtures or furniture, accommodation and any other costs are specifically excluded from this warranty.

How to make a Warranty Claim and What is Covered?

To evoke a claim under this warranty, communication with the retailer that the flooring was purchased from must be made.

Proof of purchase and detailed photographic proof will be required when contact with the retailer is made prior to inspection.

In the event that a claim is authorised, a remedy will be issued in writing by the national distributor. Remedies will be tailored to suit individual circumstances. Remedies can vary depending on the condition of the floor.

The remedy on each claim will be at the sole discretion of Milton Lane. Should board replacement be necessary, new boards from the current batch will be supplied to replace or repair boards. This warranty is in addition to, and has no impact on, statutory rights of any purchaser. Claims must be lodged by contacting the retailer from where the flooring was purchased within 15 days of the problem being noticed.

Custom flooring will involve an extended wait time to custom produce replacements.

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 goods fail to be of acceptable quality and the failure does not amount to a major failure. All of which are within a reasonable time after sale.

Acceptable Quality

Timber flooring is fit for use in internal environments and should not be used externally or exposed to environments exposed to external elements (ie. rain from open window).

Timber floors should be installed in a "timber flooring friendly environment" in which the area is occupied, protected from direct heat and sunlight and where heating and cooling systems are in place and used to control the internal temperatures and humidity.

Timber flooring should not be installed in wet areas including bathrooms, toilets, areas or rooms where a floor waste (water drain) is present or required. Residential kitchens are not considered as wet areas.

Timber flooring should be installed as per the installation instructions and maintained in accordance with the care & maintenance guidelines (both available on our website).

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