



Warranty & Returns Policy

Effective Date: October 1st, 2025

1. Returns of Goods

(a) Goods Not of Merchantable Quality Products that are not of merchantable quality will not be accepted for return by Vivid Flooring Solutions (“the Seller”).

(b) Goods of Merchantable Quality

(i) The Seller may, at its discretion, accept goods for return within **14 days from the date of delivery**. All return freight costs are the responsibility of the Buyer. Acceptance of returned goods does not imply agreement to issue a credit note. A credit note will only be issued if the returned goods are in their **original packaging** and found by the Seller to be in a **satisfactorily saleable condition**. Credits will not be issued for delivery freight costs.

(ii) Where goods are returned due to **incorrect ordering** or an **approved change-of-mind**, delivery and return freight will be at the Buyer’s expense. These returns will also be subject to a **restocking surcharge** as follows:

- 35% of the purchase value for full 30m rolls
- 50% of the purchase value for original cut lengths

2. Warranty Terms

(a) General Coverage

(i) All flooring products supplied by Vivid Flooring Solutions are warranted for a period of:

Thirty-six (36) months for external applications (outdoor or marine use) from the date of purchase; and Seven (7) years for internal applications (indoor use) from the date of purchase.

(ii) If the product is installed, the warranty will only apply where **installation workmanship has been provided by an accredited tradesperson**. The warranty covers the **replacement cost of the flooring material only**, and excludes all freight, handling, and installation costs.

(iii) This warranty covers:

- Abnormal or excessive wear
- UV degradation

- Excessive fading
- Manufacturing defects

Claims relating to the above will be resolved by **supply of replacement product only**. No other costs associated with replacement will be accepted, including freight, accessories, or installation.

(iv) Vivid Flooring Solutions reserves the right to **accept or deny any claim** and/or vary the value of settlement, at its sole discretion.

(v) Prior to accepting a claim, the Seller reserves the right to **inspect the product** that is the subject of the claim. Inspection may include photographic evidence, physical samples, and/or return of the entire product in question. The Seller may request a **1m x 1m sample** of the affected area for testing.

(vi) All claims must be submitted through the **original chain of supply** and supported by invoices and documentation. The Seller will only process warranty claims from direct customers.

3. Exclusions

- (a) Products sold as **clearance, seconds, or factory-faulted stock** are sold without warranty.
- (b) The warranty does not cover damage or defects from improper installation, misuse, neglect, harsh cleaning agents, or exposure beyond intended use.

4. Updates to Warranty Terms

Vivid Flooring Solutions reserves the right to update this policy periodically. The **official website version** shall always be considered the most current and supersede all previous versions.

5. Making a Claim

To lodge a claim:

1. Contact ***sales@vividflooring.com.au*** with your order details, description of the issue, and supporting evidence.
2. Provide a ***sample of the affected product*** if requested.
3. Claims are reviewed within ***10 business days*** of receiving all required documentation. Approved claims result in replacement product supply only under the terms outlined above.