

**LIFETIME**  
INSTALLATION  
WARRANTY  
(DOMESTIC)

**QUICK-STEP**  
FLOOR DESIGNERS

**Master**  
**Installer**



**BENEFIT FROM THE BEST...  
ENSURE YOUR FLOOR  
IS WELL COVERED**

# ENJOY ADDED PEACE OF MIND WITH YOUR FREE LIFETIME INSTALLATION WARRANTY

Your floor has been installed by a Quick-Step Master Installer, an independent professional who has been assessed and accredited at the Quick-Step Academy for Excellence in Flooring, Australia and New Zealand's leading training academy for professional flooring installers.

As you have selected a Quick-Step Floor and had it installed by a registered Quick-Step Master Installer, you have qualified for a Free Lifetime Installation Warranty. Essentially, subject to some basic limitations and conditions, if there is a fault with your product or the way it was installed, Quick-Step will arrange for it to be repaired or rectified at no charge to you. Be sure to activate your warranty within 30 days from the completion of your installation.

## Your Quick-Step® Master Installer

- ✓ Has been trained by the Quick-Step Academy for Excellence in Flooring
- ✓ Is monitored for quality assurance
- ✓ Is supported by our lifetime installation warranty

to check the accreditation of the Quick-Step Master Installer email [training@quick-step-academy.com.au](mailto:training@quick-step-academy.com.au) or call (+612) 9982 3441)



# THE TERMS & CONDITIONS



A Quick-Step Master Installer has been trained and accredited to carry out flooring installations to the highest standard of workmanship and in accordance with the installation instructions for Quick-Step products. The Lifetime Installation Warranty is offered by Quick-Step in accordance with the following terms and conditions:

## General

- The Lifetime Installation Warranty is valid in Australia and New Zealand when a Quick-Step branded floor is installed using Quick-Step Accessories by a registered Quick-Step Master Installer.
- The Lifetime Installation Warranty is valid for private residential premises only.
- The Lifetime Installation Warranty is offered in addition to any Quick-Step product warranties offered on your flooring. That's obviously on top of any legal requirements under Australian or New Zealand Consumer Law.

## Workmanship

- A great result can only be achieved when your Quick-Step floor is installed over a level, dry subfloor.
- Care and due attention should be provided to preparatory work prior to installing your floor. This may include levelling your subfloor to comply with the level requirements of Quick-Step Installation Instructions.
- In the event that excessive subfloor moisture is present, the Master Installer can offer you expert advice about effective moisture barrier solutions.
- Preparation work is often difficult to assess prior to the removal of existing floor coverings and so is often quoted separately.

Quotations of this nature should be clear and complete, providing sufficient detail of the work to be undertaken.

- If you have requested your Master Installer to install a Quick-Step Floor over a non-compliant subfloor or in a way that contravenes any part of the relevant installation instructions, and the Master Installer has followed your request, the Lifetime Installation Warranty will become immediately void.

## Limit of Liability

- The Lifetime Installation Warranty covers the cost of repairing or rectifying defective workmanship. This can also mean replacing your floor, or sections thereof.
- Subfloor preparation work, if required, is specifically excluded from this warranty.
- The Lifetime Installation Warranty is valid after payment for the initial installation has been made in full, unless otherwise agreed in writing.
- This warranty is valid to the original floor purchaser only and is not transferrable.
- Full Terms and Conditions of this warranty may be changed from time to time. The latest version of Terms and Conditions can be found online [www.quick-step-academy.com.au](http://www.quick-step-academy.com.au)

## In the event of a claim under warranty

- The complaints procedure, detailed in the Warranty Card, should be followed in the first instance.
- Should satisfaction not be achieved or no agreement reached, you can arrange an inspection by an authorised Quick-Step Distributor.
- A representative of the authorised Quick-Step Distributor will furnish an inspection report, detailing the findings of their inspection and a recommendation to rectify the issues at hand. If defective workmanship is the cause of the problem with your flooring, the Quick-Step Master Installer that installed your floor will be asked to undertake rectification and/or repair works as soon as possible.

# HOW TO ACTIVATE YOUR FREE LIFETIME INSTALLATION WARRANTY



It's easy! Simply ask your Quick-Step Master Installer for a Quick-Step Installation Warranty Card. Your Master Installer will fill out most of the Warranty Card and pass it over to you to complete and post. Note that you must complete and send this Warranty Card within 30 days of the date your floor was installed to activate this warranty.

If you have any questions at all or would like to check whether your installer is a current Quick-Step Master Installer, contact the Quick-Step Academy for Excellence in Flooring Support Office at any time.

Your local Quick-Step® Master Installer is:

The Quick-Step Academy for Excellence in Flooring  
10-12 Lafitte Road,  
Wingfield, SA 5013  
Tel: (+61) (2) 9982 3441  
Email: [training@quick-step-academy.com.au](mailto:training@quick-step-academy.com.au)