

Your acceptance of the Terms and Conditions indicates an acceptance of this Product Specific Addendum, as set out in clause 4 of the Terms and Conditions. In the event of any inconsistency between the Terms and Conditions and a Product-Specific Addendum, the Product-Specific Addendum shall prevail to the extent of the inconsistency.

We note that nothing in this Product Specific Addendum is intended to limit or exclude your rights under the Australian Consumer Law. Collection, installation timing, storage, uncollected goods, customer notification processes and any applicable storage costs are governed by the Terms and Conditions. This Product-Specific Addendum contains additional product-specific information relevant to your selected product.

Please read over this information carefully to ensure efficient and safe installation of your products, including the information of proper care to ensure your products perform as they are intended.

1. DOOR CLEARANCE

If doors need to be cut to clear, it is best that this is done by you before the floor covering is laid (at your cost), and where possible, these doors should be left off until after installation. If it is necessary to remove doors for installation by our installers, they will be left uninstalled. All and any costs for re-fitting of doors that have been removed by us to facilitate the installation of your floor will be at your cost.

2. FURNITURE - PLEASE CLEAR THE INSTALLATION AREA OF ALL FURNITURE

To enable a smooth and efficient installation of your flooring products, all furniture (and potentially whitegoods) will need to be removed before the installers arrive on site.

3. TAKE-UPS

If you are removing old floor coverings yourself, everything must be removed, and holes filled. Generally, Vinyl is installed without additional floor preparation. If your floor has holes, lumps, unevenness, not flat and/or has other defects that may impact the quality and durability of the vinyl, we recommend that you contact a suitable contractor to organise floor preparation. Our vinyl installers are generally not trained or equipped to perform floor preparation.

4. POWER

Power is required for the installation of floor coverings. Please ensure that there is access to two (2) 10amp (Standard Power Points) that are both on different Residual Current Devices (RCD). It is important to ensure that the power is connected and working in the property prior to installation, particularly for new homes, units and untenanted rental properties.

5. KEYS

If you will not be at home when your floor coverings are to be installed, please arrange for keys to be available.

6. SAFETY

Safety on the job and in your home/property during an installation is one of the foremost concerns for both us and our independent contractors. During the installation, our independent contractors may use power tools, because accidents with power tools can be critical, even disabling or even deadly, it is important you ensure that both your property and the installation areas are always kept clear during the installation. Please keep everyone away from the installation areas, especially children and pets.

Depending on the floor you select, your installation may involve the use of adhesives (glue). Adhesives can be hard to see and are often transparent. Whilst an area in your home may appear to be clear, the floor may have adhesive on it. When adhesives come in direct contact with skin, they may cause irritation and other issues, adhesives can also cause damage to clothing and other areas in your home from residue collected when walked on and the adhesive has not yet cured (still wet). Please keep everyone away from the installation areas, especially children and pets.

To ensure the continued safety for you, your family, and our independent contractors, we are unable to install your floors if there are other trades/contractors working at the property at the same time. Please consider this when discussing installation dates with our team.

7. MINOR DAMAGE

Some marking and scuffing of walls and/or skirtings must be expected due to the necessary floor covering installation procedures. In some instances, these marks and scuffs may require repairing and painting. Please note that these marks and scuffs are not the supplier's responsibility. Where minor damage occurs due a possible lack of due care and skill by our independent contractor, please contact us to resolve the issue in good faith. However, ordinary wear and tear that results from the works will not be covered by any Warranty in the Terms and you may incur costs to resolve such damage. If you allege that damage has occurred during installation or removal, you must notify us in accordance with the damage notification process set out in the Terms and Conditions.

8. SELECTING YOUR FLOOR

- a. When choosing flooring for your home there are some very important things to consider before purchasing. You will need to take into account your lifestyle and décor, how much foot traffic is your new floor likely to be exposed to? Do you have children and pets?
- b. The products we display in our stores are samples only and they are there to assist you with selecting your flooring. Our samples are that only, samples. Samples appear different in all types of lighting, the lights in our showrooms maybe brighter than in your home, which will change the appearance of the sample. We recommend that you take a sample home and see what it looks like in your home with your lighting and décor.
- c. Samples in our stores are presented in a manner that allows us to display them easily and also allows for you to take them home. The installation method of our samples is not a representation of how it will be installed.
- d. Please note that your sheet vinyl is a loose lay/floating product; it is not adhered to the floor and is subject to movement, lifting and bubbling/rippling during day-to-day use and where stored, handled, installed, used or maintained other than in accordance with the Terms and Conditions, this Product-Specific Addendum, our reasonable instructions or the manufacturer's instructions.
- e. Please note that all products are for indoor use only.
- f. If you want to fit skirtings after your installation, you must install the skirtings in line with the manufacturer's guidelines for your floors. Contact the manufacturer directly for more information. IMPORTANT, do not fit skirtings hard on top of the flooring as this will prevent your floors from expanding and contracting and may impact your warranty. Skirting may also highlight undulations within the sub-floor tolerance resulting in gaps where the floor meets skirting. Caulking is not recommended as it prevents the product from expanding and contracting.
- g. Underfloor heating is not recommended with our products.
- h. A clear seam sealer is applied to join the widths of vinyl sheets together. This may be evident when your floor is first installed but will become less obvious through normal use.
- i. Vinyl may be affected by extended storage, temperature variation, humidity, pressure, compression, rolling, folding, stacking or other environmental or storage conditions. These factors may cause or contribute to movement, lifting, bubbling, rippling, indentation, creasing, colour variation, distortion or other appearance or performance changes. Subject to your rights under the Australian Consumer Law, we are not responsible for these issues to the extent they are caused or contributed to by delayed collection, delayed installation or extended storage due to your act, omission or request.
- j. Some flooring products may be capable of being installed with a 'neat finish', meaning the flooring is cut straight against the wall at the floor-to-wall junction without the need for scotia, skirting or another finishing trim. However, whether a neat finish is achievable depends on the construction and condition of the walls,

how the walls meet the floor, expansion requirements and site conditions generally, not the flooring product alone.

Some modern construction methods, including but not limited to G'Tek/Knauf plasterboard systems and similar wall systems, may require or include an expansion gap, perimeter support track, base trim or other fixing at or near floor level. These types of wall systems may prevent a neat finish and may require the flooring to be installed with scotia, skirting, caulking or another suitable finishing trim to cover the gap, expansion space or associated fixings.

Other factors that may prevent a neat finish include, but are not limited to:

- i. uneven, out-of-square or non-vertical walls;
- ii. existing skirtings that cannot reasonably be removed without damage;
- iii. thresholds, door frames, cabinetry or built-in joinery;
- iv. sub-floor levels that vary across the perimeter; and
- v. any wall, floor or site condition that requires an expansion gap or prevents the flooring from being cut neatly to the wall.

Before placing your order, you should tell us if a neat finish without scotia, skirting or another finishing trim is a specific requirement. We recommend that you inspect your walls, including the floor-to-wall junction, and if you are unsure about your wall construction or whether a neat finish is achievable, obtain advice from your builder, designer or another suitably qualified person.

Unless we have expressly confirmed in writing that a neat finish without scotia, skirting or another finishing trim is achievable, we do not guarantee that such a finish can be provided. If site conditions require scotia, skirting, caulking or another finishing trim, this may be treated as an additional product or service and may involve additional cost.

Nothing in this clause limits your rights under the Australian Consumer Law.

9. CARING FOR YOUR FLOOR

- a. To keep your floor clean, avoid lifting the product, we recommend sweeping with a soft broom rather than vacuuming. If using a vacuum, set to low suction (high suction will lift your vinyl and cause movement which could also cause damage). Ensure the vacuum head has no protruding sharp edges and use a nozzle suitable for hard surfaces. Do not use a power head or beater bar.
- b. When mopping, we recommend using a microfibre mop and pH neutral cleaner. Do not use abrasive pads or abrasive liquid cleaners to clean your floor.
- c. Use a dry cloth to clean up any water, liquid, or other potentially staining marks. Although the surface of sheet vinyl is water resistant, some materials or colorants may migrate into the wear layer.
- d. Keep your floor free of dirt and grit to prevent premature wear and scratches.
- e. Pets can damage your flooring. We recommend keeping claws trimmed to avoid damage.
- f. Never use a steam mop on your flooring.
- g. We recommend that you place a natural or colourfast mat outside entrances to collect tracked in dirt and absorb excess moisture and avoid it being transferred onto your floor. Mats used directly on your vinyl floor can cause permanent discolouration.
- h. Protect your floor by using protective felt pads under all furniture. Ensure the felt pads are kept clean and free from grit and dirt.
- i. Roller casters are not recommended for vinyl flooring.

- j. Your flooring needs to be protected from direct sunlight and extreme heat to avoid premature damage and discoloration. Use window treatments (such as blinds, curtains, shutters, or window tinting) to prevent damage, expansion, fading and discoloration caused by the sun's powerful rays. It is recommended that on very hot days blinds, curtains or shutters remain closed.
- k. Do not drag, push, or roll furniture or appliances over your vinyl floor. This will damage your flooring and can cause bubbling, rippling, movement, stretching, tears, scuffing, and scratches. The best methods to move furniture or appliances, are to lift the item or lay a plywood / hardboard panel and "walk" the appliance across it.
- l. High heel shoes and sharp objects can damage your floor.
- m. You must follow both our and the manufacturer's care guides for your flooring. Please refer to our website for your flooring care guide. If you are unable to find it, please contact one of our stores or email customerservice@trevorscarpets.com.au.
- n. Failure to properly care for or maintain your vinyl flooring may affect your rights under any manufacturer warranty or our Warranty, subject to your rights under the Australian Consumer Law.
- o. We recommend that you register your warranty with the original manufacturer within 30 days of purchase and/or installation.

10. INSTALLATION

- a. If the installer arrives on site and is unable to proceed with installation due to the site not being prepared in accordance with this Product Specific Addendum, the Terms and Conditions, and our reasonable instructions, then you will be charged for the reasonable costs we incur as a result.
- b. A clean, clear site must be provided. Clear access is required. We do not remove or replace furniture.
- c. It is recommended all tiling is completed prior to vinyl installation, and the areas to be installed are free of other trades.
- d. Our products require a sub-floor specification of no deviation being greater than 5mm over 3 metres. (Please note that builders are only required to finish their floors to 12mm over 3 metres).
- e. Sub-floors do not need to be flat but do need to be smooth and within tolerance. Your vinyl flooring will follow the contour of your sub-floor.
- f. Floor preparation done by others must be within our product's required specification, and the sub-floor must be clear and free of grout, adhesives, or other contaminants.
- g. Any additional floor preparation including but not limited to grinding, screeding, or sanding to bring your sub-floor within specification may be required and may be charged separately by us or the independent contractor performing the works.
- h. When contracted to uplift existing flooring, we will be unable to assess your sub-floor until the existing product has been uplifted. We can assist you with advice on the condition of your sub-floor once the floor is clear, as to whether floor preparation is required and likely costs. Floor preparation is a specialist trade and may require a specialist rather than your installer to prepare your sub-floor.

PLEASE REFER TO MANUFACTURERS' WEBSITES FOR FURTHER CARE AND MAINTENANCE DETAILS AND ASSOCIATED WARRANTY CONDITIONS

If you are unsure of who the manufacturer is for your floor or need assistance with locating the care and maintenance guides, please contact our office on 9202 4545 or pop into one of our stores for further information. It is important to note that not following the care and maintenance guides provided by the manufacturer may impact your product warranty, subject to your rights under the Australian Consumer Law.