



MILLENNIUM  
INDUSTRIES



## **10 YEAR GUARANTEE & PRODUCT WARRANTY**

---

### **10 YEAR GUARANTEE**

Ustik® Intelligent Self-Stick Rubber Underlay is guaranteed from the date of purchase for a period of 10 years. Ustik® rubber underlay products are guaranteed for any manufacturing defects. If product is found to be defective within 10 years under normal non-abusive conditions, it will be replaced or repaired.

The guarantee applies to all types of indoor installations when used as an underlayment.

In the event of a confirmed product failure due to a manufacturing defect, the company will replace the defective portion of the underlayment with new equivalent product, free of charge. The defective product must be returned to place of purchase at buyers cost.

### **PRODUCT WARRANTY**

In addition to the 10 year guarantee against manufacturing defects, Ustik® products are also supported by a warranty which ensures the product will provide underlayment support for the serviceable life of the floor covering. To claim any warranty the product must be used as per our recommended product selection and installation methods have been strictly adhered to. In addition, the maintenance recommendations provided by the floor covering manufacturer must have also been strictly followed.

### **Warranty Exclusions:**

- Tears, burns, cuts, or damage of the product due to improper installation, improper use, accident, abuse, or maintenance methods.
- Prior to installation, products must be verified for possible visual defects, and discrepancies in dimensions.

### **Please Note:**

The guarantee and product warrant do not apply when the products are used in any other applications other than fitted floor coverings.

To submit a claim under this warranty, the purchaser must submit in writing to Millennium Industries Pty Ltd, 4 Wills St, Warragul VIC 3820, together with the original invoice and three clear pictures showing the defect, the nature of the defect. Claims must be submitted within 30 days after discovery of the alleged defect. Millennium Industries Pty Ltd shall not be responsible for any costs or expenses incurred by Purchaser or others with respect to any tests, inspections or consultations conducted by the Purchaser or others. Millennium Industries may decide to inspect the site of where the product is installed in person and therefore the Purchaser must allow access for a Millennium Industries' employee, contractor or consultant for this inspection. Millennium Industries may also request a sample of the defect product for further testing or analysis. (Continued on next page)

This warranty is not transferable.

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