



# Timber Essentials Guide



HAVWOODS

# One of largest ranges of timber products in Australia

Havwoods is your premier destination for timber surface products for interiors. Our extensive collection comprises of quality timber for floors, walls, ceilings and cabinetry. With over 300 curated products and the ability to create bespoke solutions, we offer unmatched variety and one of the largest interior timber product ranges in Australia.

With our commitment to quality, innovation, and customer satisfaction, we're dedicated to working with you to deliver your project goals.



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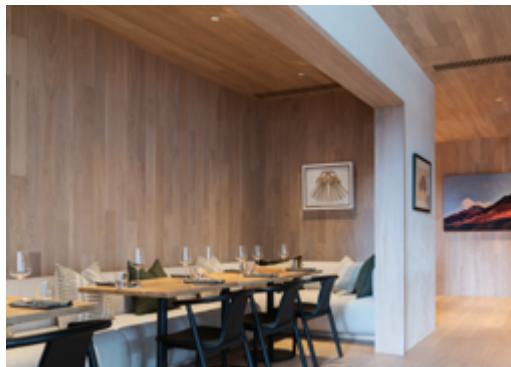
# Wood for every surface

Havwoods is renowned for the largest engineered timber flooring range in Australia, we also do specialised products for walls, ceilings and cabinetry. Plus, majority of our flooring products can be used in a multitude of applications.



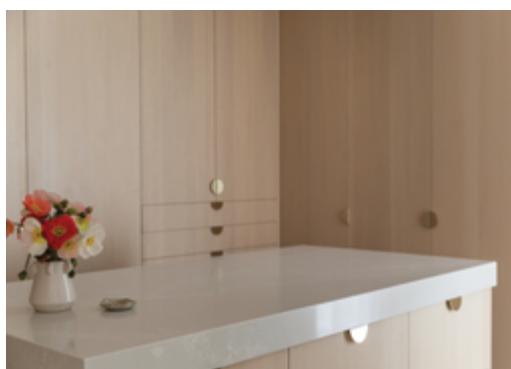
## Floors

Famous for our flooring, Havwoods offer the largest range of quality designer engineered timber flooring in Australia. With over 150 engineered timber flooring products, in a wide spectrum of colours, patterns and finishes, we are sure to have the perfect product for your project.



## Walls & ceilings

Many of our flooring products are also suitable for interior wall and ceiling applications, often used to create striking feature surfaces. We also offer dedicated vertical solutions in a range of tones that complement timber flooring or stand alone as design statements.



## Cabinetry & joinery

Beyond flooring, our dedicated cabinetry and joinery collections deliver beautifully crafted timber solutions for panels, doors, drawers, and bespoke interior features, combining durability with elegant design.

# Services to suit your needs

Finding the perfect timber for your project is effortless with Havwoods - we encourage you to utilise our range of services designed to guide you from inspiration to installation with confidence.

## Free next day sample service

Order your samples online or contact our team and we'll dispatch your selected samples the next working day for free.

## Personalised service

BDMs, Sector Specialists, and Showroom Teams can assist with all your project needs either from one of our showrooms, over the phone or on site at your location.

## Four showrooms across Australia

Discuss your next project with our Team at one of our 4 showrooms in Brisbane, Melbourne, Newcastle and Sydney.



## Virtual appointments

If you are unable to make it to one of our showrooms in-person then our virtual appointments are available Monday-Friday.

## Products in stock and delivered Australia wide

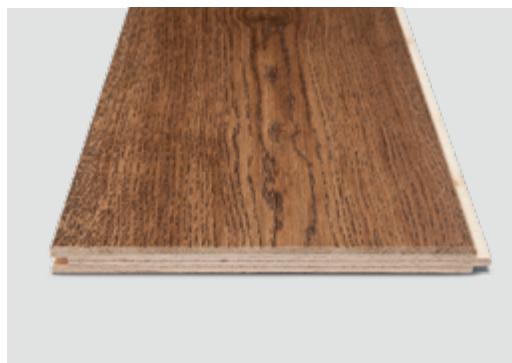
Large range of in stock products. Australia wide delivery when and where you need it. Stock holding options available.

## After sales and technical support

Our dedicated team provides after sales, maintenance, care, install and technical advice and support.

# Types of timber construction

Our timber comes in a variety of formats, each designed to suit specific applications and design outcomes. From structural solutions to decorative surfaces, the right choice depends on the function, finish and feel required for the space.



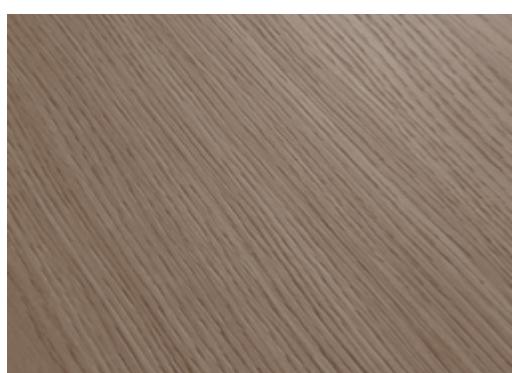
## Engineered timber

Timber flooring is at the heart of what we do, and at Havwoods, all our flooring is engineered timber. Engineered timber consists of multiple layers of timber bonded together in different directions, with the top layer being a genuine solid timber surface that can be sanded and refinished just like traditional solid timber planks. The benefit of this construction is that it enhances stability and minimises movement, plus uses less of a slow growing timber resource and is often more sustainable.



## Timber veneer

Havwoods timber veneer is a construction type used in some of our wall and cabinetry panelling products. They are real timber and made by attaching a thin slice of natural wood on a panel of fiberboard or High Pressure Laminate made of kraft paper and non-woven fabrics. The benefit of this is it uses less of a slow growing timber resource and is often more sustainable and affordable than solid timber.



## Realistic timber-look

Havwoods currently has one range that sets a new standard in timber-look panels and cabinetry - RealGrain. Combining innovative, patented Timber Touch Technology, it delivers a hyper-realistic timber look and feel with the durability of melamine and High Pressure Laminate (HPL). Available in ClicWall, panels, 1mm veneer, edge banding, and outer and corner profiles for a complete system, RealGrain is impact, scratch, moisture and stain resistant. Constructed with certified MDF using 100% recovered wood, ClicWall is also reusable up to 10 times and recyclable at end of life.

# Wood grading

Grading is a system used to categorise timber products based on how prominent certain natural features and characteristics are.

Grades do not indicate lower or higher quality, but rather provide a guide to assist in product selection to achieve the desired aesthetic for your project.



## Prime

Prime grade has few, if any knots, and these will be of minimal size. There will also be a minimal amount of sapwood and filler, if any at all. The colour of the filler is intended to complement the natural structure of the wood, where features such as knots contrast with the surrounding timber, and it may vary from batch to batch. There will be a relatively small amount of colour variation in the timber itself.



## Classic

Classic grade shows the natural variation of timber. Planks with very few knots are mixed with planks containing larger knots or checks which may be filled. Variation between tone from heartwood and sapwood can be expected but is controlled. The colour of the filler is intended to complement the wood, where features such as knots are in contrast to the timber, and it may vary from batch to batch.



## Character

Character grade will include both heartwood and sapwood and allows a wider range of colour variation. Knots are larger and you should expect checks and possibly some end shake. The colour of the filler is intended to complement the natural structure of the wood, where features such as knots are in contrast to the surrounding timber, and it may vary from batch to batch.



## Rustic

Rustic grade allows a limitless size and number of knots. Heartwood will be used, there will be colour variation, sapwood and filler; you should also expect checks and possibly some end shake. The colour of the filler is intended to complement the natural structure of the wood, where features such as knots are in contrast to the surrounding timber, and it may vary from batch to batch.

# The beauty of natural timber

There really is no other material that matches the natural beauty of wood. Timber products often include enhanced natural characteristics including colour variation, knots, filler and sapwood.



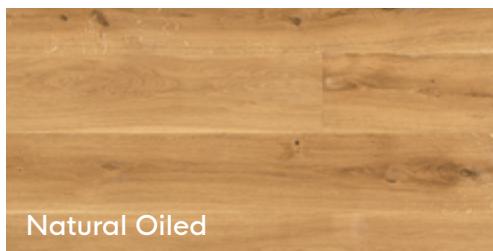
## Colour variation

You may notice some colour variation between boards as no two pieces of raw timber are the same – even within the same species. This organic beauty is what makes timber so special. To achieve a balanced, natural look, installers should mix boards from multiple boxes during installation.



## Sapwood

Sapwood is the living part of the tree through which water and sap flow. It is always lighter in colour than the heartwood and certain fuming, smoking and colouring processes emphasise the sapwood since it doesn't react to such treatments to the same degree (the effect of these treatments on planks containing sapwood is shown left). By definition sapwood contains more moisture, however this is no cause for concern since all Havwoods' timber has been carefully dried and its stability is ensured when supplied in an engineered form.





## Knots and fillers

A knot is either the base of a side branch or a dormant bud around which the grain flows. A knot is sometimes replaced by filler and this may be of various colours: white, grey, brown and black.



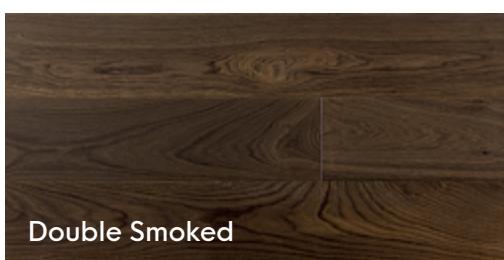
## Medullary rays, checks and shakes

These white, ribbon-like medullary rays are an indication that the plank has been crafted from quarter-sawn timber. Checks and shakes often occur at the end of a board and may be cut off.

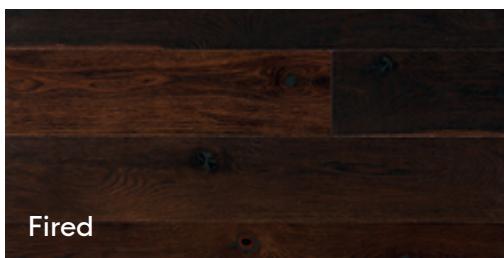


## Smoking and fuming

Smoking (also known as fuming) are essentially the same and refer to a process whereby the hardwood is exposed to ammonia gas for 24 (single) or 48 (double) hours. The colouration is surface deep only.



Unlike staining, smoking reacts to the chemical composition of the individual plank, so the ultimate shade will vary. This variation is considered an asset, however if you prefer a more even tone we suggest you consider choosing stained rather than smoked wood.



Smoked products are treated in a vacuum, sometimes for several weeks, and the dark colour runs throughout the lamella providing a genuine visual alternative to tropical hardwoods.

# Finish

Your choice of finish will affect the overall sheen, durability and maintenance.



Unfinished

## Unfinished

These are completely natural, with no stain, lacquer, oil or other finishes applied to them, allowing you to be the artist. It's up to you to finish how you wish. Unfinished timber can include different grades of character so all you have to do is prepare the surface once installed and create using the blank canvas.



Lacquered

## Lacquered

This is normally a polyurethane coating that covers the pores of the wood and forms a hard, resilient surface, protecting it from dirt and moisture ingress. A good quality lacquer will protect a wooden floor for years, depending upon the amount of foot traffic.



Oiled

## Oiled

Oil penetrates deep into the wood and brings out the true beauty of both the colour and grain, as well as providing protection for the floor. In addition to providing a natural look, oiled floors lend themselves to being spot repaired in the event of surface damage.



UV Oil

## UV Oil

Combining the wear advantages of a lacquer with the subtlety of oil, this finish is micro-porous, water-repellent, dirt, wear, and stain-resistant against wine, beer, cola, coffee, tea, fruit juices and milk. It will not crack, flake, peel or blister.

# Cleaning and maintenance

There is nothing like real timber to bring warmth and character to a space and as with all real timber products over the years it will experience natural wear. Whilst this does add character, it is important to understand that certain items such as grit, sharp objects, high heels, pet claws, sticky tape and unprotected furniture can all impact the surface of timber. Correct care and maintenance with Havwoods recommended products and timeframes will help ensure the longevity of your product.

## How to look after timber flooring

An effective maintenance programme will keep the floor clean and even protect them into the future. The following cleaning regimes are designed to provide a starting point for such a programme and is appropriate for both commercial and domestic floors.

It is crucial never to use steam mops, harsh chemicals, natural oils, or acidic or alkaline cleaners on your flooring. Instead, use only the products recommended by Havwoods for cleaning and maintaining your floors.

### Lacquered flooring

After installation in high usage areas:

Residential: Ciranova Lacquered Maintenance Kit  
Commercial: Woca Lacquered Builders Cleaning Kit

Daily:

Use a microfibre dust mop for daily cleaning. Spray Mop in high traffic areas. Vacuum as necessary, dependent on usage.

Weekly:

Bona Wood Floor Cleaner or Ciranova Hard Floor Fresh

### Oiled flooring

After installation in high usage areas:

Residential: Osmo Essential Maintenance Kit  
Commercial: Woca Oiled Builders Cleaning Kit

Daily:

Use a microfibre dust mop for daily cleaning. Spray Mop in high traffic areas. Vacuum as necessary, dependent on usage.

Weekly:

Bona Wood Floor Cleaner or Osmo Maintenance Kit

## How to look after timber or timber-look alternative surfaces

While these surfaces are generally low maintenance, a few simple habits will help protect them from everyday wear and keep them looking their best for years to come.

### Timber alternative surfaces

Adjust depending on usage:

Use a microfibre dust cloth for daily cleaning. Wipe spills immediately. Use coasters, placemats, and protective pads to prevent scratches and water rings.

### Timber-look alternative surfaces

Adjust depending on usage:  
Use a microfibre dust cloth for daily cleaning. For spills, a Ph Neutral Cleaner cleaner can be used, rinse surface with lukewarm water, and wipe the surface dry to avoid streaking.

Flooring	H Collection	V Collection	Italian Collection	Australian Collection	Pureplank 2.0
Suitable for flooring	●	●	●	●	●
Suitable for vertical surfaces	Walls & Ceilings	Walls & Ceilings	Walls & Ceilings	Walls & Ceilings	Walls & Ceilings
Suitable for residential use	●	●	●	●	●
<sup>†</sup> Suitable for commercial use	●	●	●	●	●
Engineered	●	●	●	●	●
Reclaimed					
Suitable for floating				●	
*Suitable for underfloor heating	●	●	●		●
Range of Widths					
Under 90mm			●		
90 - 120mm	●	●	●		
121 - 160mm		●		●	●
161 - 180mm				●	
181 - 200mm	●	●			●
201 - 220mm and over		●			
Mixed Widths					
Range of Thickness					
11mm and under			●		
12 - 14mm	●	●		●	●
14.5 - 17mm		●			
18 - 20mm	●				
21mm and over					
Available PEFC™ certified				●	
Available FSC® certified					●
Available C2C™ certified					
Tongue and groove	●	●	●	● (HB only)	●
Click system				●	
Lacquered	●	●		●	●
Oiled			●		
Unfinished	●				
Textured	●	●	●		●
Smooth				●	
Micro-/bevelled edges	●	●	●	● (HB only)	●
Square edges			●	●	
<sup>†</sup> Warranty	Up to 30 Years Structural	25 Years Residential & Structural	25 Years Residential	25 Years Residential & Structural	30 Years Residential & Structural

\* Hawwoods do not recommend installing boards over electrical underfloor heating systems. Please enquire for more information.

<sup>†</sup> Conditions apply. Please enquire for more information.

<sup>‡</sup> Some product exclusions apply

Flooring	Luxe Collection	Relik	Henley	Venture Plank	H Signature Collection
Suitable for flooring	●	● <sup>‡</sup>	●	●	●
Suitable for vertical surfaces	Walls & Ceilings	Walls & Ceilings	Walls & Ceilings	Walls & Ceilings	Walls & Ceilings
Suitable for residential use	●	●	●	●	●
<sup>†</sup> Suitable for commercial use	●	●	●	●	●
Engineered	●	●	●	●	●
Reclaimed		● <sup>‡</sup>			
Hardwood surface	●	●	●	●	●
*Suitable for underfloor heating	●	●	●	●	●
Range of Widths					
Under 90mm					
90 - 120mm	●	●		●	
121 - 160mm		●			
161 - 180mm		●		●	
181 - 200mm	●	●	●		
201 - 220mm and over		●		●	●
Mixed Widths		●			●
Range of Thickness					
11mm and under					
12 - 14mm	●	●	●	●	
14.5 - 17mm		●	●		
18 - 20mm		●	●	●	●
21mm and over					●
Available PEFC™ certified				● <sup>‡</sup>	
Available FSC® certified				●	●
Available C2C™ certified				●	
Tongue and groove	●	●	●	●	●
Click system				●	
Lacquered			● <sup>‡</sup>		
Oiled	●	●	●	●	●
Unfinished		●			
Textured	●	●	●	●	●
Smooth				●	●
Micro-/bevelled edges	●	●	●	●	●
Square edges					
<sup>†</sup> Warranty	25 Years Residential	Lifetime Residential & Structural	15 Years	25 Years	Lifetime Residential & Structural

<sup>\*</sup> Havwoods do not recommend installing boards over electrical underfloor heating systems. Please enquire for more information.

<sup>†</sup> Conditions apply. Please enquire for more information.

<sup>‡</sup> Some product exclusions apply

Vertical surfaces	Hushwood Acoustics	RealGrain	Simplista	H Panel
Suitable for flooring				
Suitable for vertical surfaces	Walls, Ceilings & Cabinetry	Walls, Ceilings & Cabinetry	Walls, Ceilings & Cabinetry	Walls, Ceilings & Cabinetry
Suitable for residential use	●	●	●	●
† Suitable for commercial use	●	●	●	●
Engineered	●	●		●
Reclaimed				
Available PEFC™ certified		●		
Available FSC® certified				●
Available C2C™ certified				
Click system		●		
Lacquered	● (3-sided lacquered)			●
Oiled				
Unfinished	●		●	
Square edges		●		●
† Warranty	5 Year Structural		2 Years Residential & Commercial	5 Year Structural

	H Flex	PurePanel	Elegante Veneers	TreeAzzo
Suitable for flooring				Yes* (FC Backed)
Suitable for vertical surfaces	Walls, Ceilings & Cabinetry	Walls, Ceilings & Cabinetry	Walls, Ceilings & Cabinetry	Walls, Ceilings & Cabinetry
Suitable for residential use	●	●	●	●
† Suitable for commercial use	●	●	●	●
Engineered	● <sup>‡</sup>	●	● <sup>‡</sup>	●
Reclaimed				
Available PEFC™ certified				
Available FSC® certified		●		
Available C2C™ certified				
Click system				
Lacquered		●		● <sup>†</sup> (Custom)
Oiled				● <sup>†</sup> (Custom)
Unfinished	●		●	
Square edges		●		
† Warranty				

\* Hawwoods do not recommend installing boards over electrical underfloor heating systems. Please enquire for more information.

† Conditions apply. Please enquire for more information.

<sup>‡</sup> Some product exclusions apply

## Heating guide

	No Underfloor Heating		
	Concrete Screed	Joists or Battens	Other Subfloor
H Collection	●	● (20mm boards only)	●
V Collection	●		●
Italian Collection	●		●
Australian Collection	●		●
Pureplank 2.0	●		●
Luxe Collection	●		●
Relik	●		●
Henley	●		●
Venture Plank	●	● (19mm+ boards only)	●
Havwoods Signature Co.	●	●	●

## Slip & fire rating guide

	Slip Rating	Fire Rating (Walls + Ceilings)
H Collection	P3	Group 3
V Collection	P3	Group 3
Italian Collection	P2 Lac/P4 Oil	Group 3
Australian Collection	P3	Group 3
Pureplank 2.0	P3	Group 3
Luxe Collection	P3	Group 3
Relik	P2/P3	Group 3
Henley	P3	Group 3
Venture Plank	P2/P3	Group 3
Havwoods Signature Co.	P3	TBC
Hushwood Acoustics	N/A	Group 3
RealGrain	N/A	Group 3
Simplista	N/A	Group 3
H Panel	N/A	Group 3
H Flex	N/A	Group 3
Purepanel	N/A	Group 3
Elegante Veneers	N/A	Group 3
TreeAzzo	NPD	NPD

\* Havwoods do not recommend installing boards over electrical underfloor heating systems. Please enquire for more information.

† Conditions apply. Please enquire for more information.

‡ Some product exclusions apply

# FAQ

## What are the benefits of engineered flooring?

Engineered timber flooring is one of the most common types of wood flooring used around the world. This is due to its many benefits including:

**Highly stable** – Engineered timber flooring is highly suited to the Australian volatile climate conditions. Engineered is much more stable than traditional solid timber flooring due to its construction, making it less susceptible to cupping, bowing and warping.

**Cost effective** – Engineered flooring presents a competitive option compared to solid timber, offering a cost-effective solution, especially when compared to unfinished solid timber that requires sanding and finishing after install. Advancements in technology and increased demand have streamlined production, making engineered flooring a practical and efficient choice. Additionally, installation costs are reduced as engineered flooring typically requires less time and effort to install than solid timber flooring.

**Faster, easier installation** – Engineered timber flooring is available in pre-finished planks, meaning reduced installation time and cost as you do not need to finish it on-site. Engineered timber flooring is available in either tongue and groove profiles or a simple install click-system which allows for very fast, easy install.

**Larger range, more choice** – Engineered timber flooring is available in a much larger and comprehensive range of colours, sizes and finishes than solid timber flooring.

**Underfloor heating compatibility** – The majority of engineered timber flooring products are able to be fitted over underfloor heating (conditions do apply, please contact us for more info).

**Sustainable choice** – Engineered timber construction enables many more planks to be constructed from a single tree, meaning less wastage and better use of slow-growing timbers.

**Production and transport of timber** has a lower impact on carbon emissions compared to the many other building materials due to timber being lighter in weight.

**Timber** also holds CO<sub>2</sub> for the duration of its life. By continuing the life of the timber in flooring or other such materials, the CO<sub>2</sub> is kept from releasing into the atmosphere. Less CO<sub>2</sub> in our atmosphere is good for the planet!

## Does a thicker wear layer mean a harder, more durable floor?

No. The thickest of European Oak top layer such as a 6mm lamella, is no harder than 2mm of European Oak. In fact, the thicker the top layer, the deeper any dents may be.

## What are the benefits of a thicker wear layer?

The benefits of having a thicker wear layer is in being able to sand your floor if this is something you would like to be able to do in the future. The thicker the wear layer, the more times you will be able to sand the floor.

However, very few engineered timber floors require resanding due to modern durability. Resanding, depending on the design of the board, may also remove finishes, texture and colouring which means it may need to be refinished again.

Thicker wear layer products are more expensive than thinner wear layers due to the fact that they are using more hardwood.

There are both thick and thin wear layers available, speak with your Havwoods consultant for help on deciding which thickness will best suit your project's needs.

## Will my timber flooring show scratches and marks?

As with all real timber products over the years it will experience natural wear including scratches and marks. Whilst this does add character, it is important to understand that certain items such as grit, sharp objects, high heels, pet claws, sticky tape and unprotected furniture can all impact the surface of timber.

Speak with your Havwoods consultant to learn how to best maintain your timber flooring for a long life.

## Can I install timber floors in a pet friendly home?

Timber floors contribute to a healthy living environment for all of the family, including pets. Unlike carpets, timber floors don't trap dust, dirt, or pet dander so help to improve indoor air quality and reducing allergens.

It is important to keep pet claws trimmed to reduce any abrasion that these can cause. Maintenance products can be applied to reduce the appearance of minor scratches over time.

## What should I do if my flooring gets damaged?

Dents and scratches may occur over time these can be fixed with the application of maintenance products or easy to use repair kits. Havwoods offers an Accessories range for maintenance and repair products.

There are also preventative measures you can take such as rugs or felt pads under furniture and mats at entranceways.

We recommend keeping some additional left over planks in the event your flooring receives damage that is not able to be spot repaired. The damaged planks may be able to be replaced by the left over boards.

## What variation can I expect to see in my flooring?

Timber is a product of nature and as such, variation is to be expected. Every tree is unique and as such, every single timber flooring plank is unique.

The natural characteristics, uniqueness and beauty of timber is one of the reasons it is so highly sought after as a material choice.

Your installer will open several boxes at time of installation and "dry-lay" the floor to ensure the colours are mixed throughout the flooring layout. Mixing up the boards from different packs ensures an even spread of different tones and characters over your entire floor layout.

Here are some of the variations you can expect from a genuine timber floor:

**Knots** – A natural characteristic of a tree, a knot is a feature created by a branch, around which the grain has flown. Different grades determine how many knots will be present in your flooring product.

Whether you prefer knots in your flooring or not will be determined by the look you are after – a more "rustic" style would lend itself to a flooring with more character and knots, where as modern, contemporary interiors tend to lean towards less knots with a more sleek and uniform look.

**Filler** – Filler is used to "fill" any large knots that create small holes in the timber. Filler may be white, grey, brown or black and varies from product to product. Similar to knots, the grade of your timber will determine how much filler may be present in your flooring.

**Sapwood** – Sapwood is the part of the tree through which water and sap flow. It is always lighter in colour than the rest of the plank and certain finishing processes can make sapwood even more pronounced. Sapwood is not a defect but rather a natural part of the tree and therefore a natural and expected characteristic of a genuine timber floor.

Certain products do contain a higher likelihood of sapwood than others. Please speak with your Havwoods consultant if you are looking to reduce (or increase!) sapwood in your design as due to its lighter appearance, it can often come as a surprise characteristic if unaware of its possibility.

**Medullary Rays, Checks and Shakes** – Medullary rays are white ribbon-like features in timber that has been quarter-sawn during production. Checks and shakes are a natural characteristic found in timber. These markings provide unique character in a floor however they are not always visible until after install.

These characteristics are not defects and do not compromise the quality or durability of the flooring but rather display the unique beauty of nature present in a genuine timber product. Shakes, while not considered a defect, are covered under warranty by Havwoods.

## Can I install timber flooring over underfloor heating?

Yes, the majority of Havwoods engineered boards are able to be installed over underfloor heating – however conditions do apply and vary from product to product.

Check with your Havwoods consultant prior to purchase to ensure your selected product is suitable.

## What is a glue-down or direct stick floor installation?

Glue-down or direct stick installation is a method of install that bonds the timber flooring to the substrate using wood flooring adhesive glue. Glue-down is often the preferred method of install as it adds extra stability to the floor and reduces noise transmission.

## What is a floating floor installation?

A floating floor installation is one where the planks are attached to each other instead of to the subfloor over which it is being laid. The floor can be removed easily too, making it more cost effective for short term requirements where the flooring is more likely to be changed within the foreseeable future.

## Does Havwoods offer installation?

At Havwoods, we make your flooring installation journey simple and stress-free. While we don't install timber flooring ourselves, we've spent decades building a trusted national network of skilled flooring installers - so you don't have to.

## Can I install my timber floor over tiles or floorboards?

Laying a new timber floor over existing tiles and floorboards is possible, however it does require careful consideration regarding the condition of the existing floor, ensuring there is no cracks, loose tiles or boards and no dampness.

Assessing the new floor height will be essential to ensure no issues will be created with regards to door clearances and transitions. The most important item is to ensure the floor is prepped and level before laying new flooring. It is best to advise your floor installer to obtain a technical document from Havwoods to ensure your existing floor is suitable.

## Do skirting boards go on before or after timber flooring installation?

It is recommended that skirting boards go in after your timber flooring, this allows for a clean finish and covers any expansion gap between the wall and the flooring. However if you have existing skirting boards that are not able to be removed, speak to Havwoods for other finishing options.

## What acoustic or soundproofing options are available?

To minimise noise when installing hard flooring in an apartment complex or second storey home, it's best to install an acoustic underlay beneath your timber flooring. This layer of underlay beneath your timber flooring boards helps reduce both impact and airborne noises, ensuring a quieter and more pleasant environment. Havwoods can provide information on noise transmission when required for strata and include underlay in your quote.

## Will my floor change colour?

UV light can change the colour of your timber floor, just as it does with other materials like carpet. Timber is photosensitive, meaning exposure to UV light can alter its colour, sometimes creating a yellow hue or darkening the tone. The extent of this change depends on the amount of UV exposure your floor receives. To slow the process, consider installing blinds, curtains, or other coverings. Please note, these colour changes are a natural characteristic of timber and are not considered a product defect.

## What is FSC® Certification?

FSC® stands for Forestry Stewardship Council®. It is an independent, non-government, not-for-profit organisation established to promote the responsible management of the world's forests.

The FSC® principles and criteria aim to ensure that forests can be managed to meet the social, economic, ecological and cultural needs of both present and future generations. Products may be from an FSC® source but cannot carry the FSC® label unless the chain of custody throughout is FSC® approved.

## What is Cradle to Cradle Certified™?

Cradle to Cradle Certified™ is a globally recognised measure of safer, more sustainable products made for the circular economy. Cradle to Cradle Certified provide global product design standards that guide brands and manufacturers in how to make products that have a transformative and positive impact on people and planet. Cradle to Cradle Certified™ enabling consumers to follow responsible purchasing decisions.

## What is PEFC Certification?

The PEFC (Programme for the Endorsement of Forest Certification) is the world's largest forest certification organisation. It is international and non-governmental and tends to be the certification system of choice for small forest owners. It sets very high standards for certification including the maintenance of biodiversity, the protection of ecologically important areas, the prohibition of most hazardous chemicals and GMOs and the protection of workers' rights and welfare.

## What is FloorScore™?

For those prioritising indoor air quality, FloorScore™ certification is an essential consideration. This certification guarantees that timber flooring meets stringent indoor air quality standards and emits low levels of volatile organic compounds (VOCs).

## Do you stock other products besides timber flooring?

Absolutely! While timber flooring is where we began 50 years ago, the majority of our flooring products are also suitable for use on alternative surfaces. In addition, Havwoods has expanded its offerings to include specialised collections of timber for walls, ceilings, and cabinetry. We also provide a comprehensive range of accessories for the installation and maintenance of your timber products.

## What are your delivery lead times?

Havwoods hold a large amount of products in stock in our head office and warehouse in the Hunter Valley, NSW. In stock products, once payment has been received in full, can be shipped Australia-wide in 1-3 business days.

If a product is not in stock, lead times may vary from a few weeks to a few months depending on the product.

Standard delivery is a normal delivery to a safe and easily accessible site between the hours of 8am and 5pm Monday – Friday (except Public Holidays) for a hand unload or pallet trolley unload at the kerbside.

## Do you hold stock for an extended period?

Yes, Havwoods can hold your stock for up to 6 months with a 30% deposit.

## Where do you deliver to?

Our Australian warehouse is located in Rutherford, NSW and we deliver to all of Australia, New Zealand and Pacific regions.





# HAVWOODS

find out more at

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