

Customer Service Form

In the case of a complaint, proof of purchase should be attached to the complaint and filled in the form.

1. Detail

Name or company name

Product collection

Product code

Invoice number

Installation Address

City

Installer name or company

Date of purchase

Date of install

Where did the issues occur

2. What's the problem? please fill in (√) or (x)

2.1 Before install

2.1.1 Flooring size different

2.1.2 Flooring milling issues

2.1.3 Flooring standard issues

2.1.4 Edges damaged over 30% of one plank

2.1.5 Flooring surface damaged

2.1.6 unlike color variations, grain, knots, streaks,

2.1.7 the difference color between sample or

photographs of installed Flooring.

2.1.8 Flooring product cupping, bulking or warping

Or bulging up before install.

2.1.9 Flooring pack damaged

Description _____

2.2 After Install

2.2.1 Scratches

2.2.2 Color changed

2.2.3 Flooring uneven

2.2.4 Flooring upon-down

2.2.5 Gloss reduction

2.2.6 Cracking, surface checking.

2.2.7 Flooring separations

2.2.8 Flooring squeaking sound

2.2.9 Color fade

2.2.10 surface mark

2.2.11 coating peel off /vener peel off

Description _____

2.3 Questions

- 2.3.1 is there used of adhesives or tape?
- 2.3.2 is there used furniture rests?
- 2.3.3 is there has insects, animals, high-heeled or spiked shoes?
- 2.3.4 Have your or installer read and followed installation instruction before installing?
- 2.3.5 Have your leveling subfloor before install?
- 2.3.6 Have your read and followed with care and maintenance?
- 2.3.7 is there leaking,,fire,flood,earthquake,standing water,broken plumbing.
- 2.3.8 is there strong sunlight in middle day of the house?
- 2.3.9 Is it subfloor is plywood or particleboard, or wood flooring, tiles, or cork?
- 2.3.10 is there any mats covered flooring?
- 2.3.11 have you used steam mop?
- 2.3.12 Have you acclimate for 48 hours before install?
- 2.3.13 is there used nails for flooring?
- 2.3.14 have your used bleach or abrasive cleaners, steel wool or scouring pads, wax or polish?
- 2.3.15 Are the installer professional?
- 2.3.16 Are the installer laid over 5000sqm?
- 2.3.15 Are the installer membership of ATFA or Floornz?
- 2.3.16 Are the installer certificate of BCITO?
- 2.3.15 Have you use water cleaning flooring?
- 2.3.16 Are there windows of the flooring issues part?
- 2.3.15 Do you have curtain or blind at home?
- 2.3.16 Anyone at the house?
- 2.3.15 Any pet at the house?
- 2.3.16 Will pets take a piss or bowel at house?
- 2.3.15 Are you use a dishwasher?
- 2.3.16 Is the refrigerator leaking?
- 2.3.15 Any child at house?
- 2.3.16 Have your maintenance or care flooring?

- 2.3.16 Is there stay over 12 hours of water?
- 2.3.15 Is there stay over 12 hours of liquor or liquid?
- 2.3.16 Is the room ventilated?
- 2.3.15 is there rainwater?
- 2.3.15 How often of maintenance or care flooring?

- 2.3.16 What cleaner or maintenance ting your use?

- 2.3.15 What is the humidity of the air at the house?

- 2.3.16 What's the temperature of the house?

- 2.3.15 How many windows of the house?

Please Fill in all and photographic documentation email to info@floorco.co.nz. We will be replying to your email within 10 working days.