Trading Centre 118 Carbine Road, Mt Wellington, Auckland

Congratulations on your purchase

You have chosen a Spc flooring. This card provides information on the terms and conditions of warranty for the floorboard

Warranty Card

Flooring warranty not all floors are created equal. Please make sure it is residential or commercial.

1.Structural Warranties

This is a common type of warranty for SPC flooring, which is a guaranty for flooring size, milling, construction content within factory standards. Warrant these spc flooring products in their original manufactured conditions to be free from defects in material and workmanship.

2.Warranty period

2.1.The warranty applies to spc flooring. The warranty period runs from the date of purchase of the Product and amounts to:

(15) years residential structural warranties and (5) years commercial structural warranties for products from the commercial grade spc flooring.

(10) years residential structural warranties and (1) years commercial structural warranties for products from the commercial grade spc flooring.

2.2The Guarantor confirms that its products meet the requirements of the technical standards for SPC flooring and are suitable for use for their intended purpose.

3. Warranty terms and conditions

3.1. This warranty is only valid if the Purchaser notifies the Guarantor of the alleged defect before the warranty period expires.

3.2. In order for the Product to be covered by the warranty, it is necessary to follow the rules and recommendations concerning storage, installation, care and operation of the Product.

3.3. The basis to exercise the rights provided for in this warranty is the proof of purchase of the Product.

3.4. It is recommended that the Product is installed by qualified professionals, who have the appropriate equipment and parquet laying knowledge.

3.5. These warranty conditions apply exclusively to the Purchaser.

3.6. The Purchaser undertakes to follow the installation, care and maintenance instructions for spc flooring.

3.7. The Purchaser and the Installer are liable for inspecting the Product prior to its installation in accordance with the industry guidelines, in particular for checking: the type of finish, type of collections and dimensions in relation to the purchase order and for checking for any visible defects. The Guarantor shall not be liable in case of installation of the Product with visible defects or the Product inconsistent with the Purchaser's purchase order.

4.Notice

4.1These warranties, which begin from the date of purchase, apply to products used in dry residential applications.

4.2This limited warranty is valid only in NEW ZEALAND The warranty is not transferable. It extends only to the original retail consumer.

4.3.Spc flooring is a waterproof flooring product that will continue to expand and contract during seasonal and temperature changes. Products may experience a separation between boards when properly unacclimated and installed. If separations do occur, they are not covered by this warranty.

4.4.Spc flooring's decor is copied from natural wood. the wood characteristics such as mineral streaks, knots, grain variations, etc. are normal characteristics and are not considered as defects. We do not guarantee against decors variations or the normal difference between color samples or photographs and coolers of installed floors.

4.5.Sub-floor leveling is very important. Must be within +/-3mm over a measured length of 1.5m.

4.6.The temperature over 30°C may let cupping, bulking or warping, or bulging up.

4.7. prolonged exposure to direct sunlight must be avoided as such exposure can cause excessive drying, splitting, moving and warping of the Goods and will void any warranty provided to the Client.

4.8. the Goods must be acclimatized on the site where they are to be installed, prior to their installation, as per the manufacturer's recommendations. Failure to do so can void any warranty provided to the Client.

5.What the SPC Flooring Limited warranty not covers:

5.1.Damage due to adhesives or tape, scratches, gouges, scuffs, punctures, cuts, indentations, burns, accidents, lack of proper furniture rests, or any intentional misuse of the product this not covered by warranty.

5.2.Loss of finish gloss over time is consistent with normal wear & tear and is not a product flaw. However, this is not covered by the warranty.

5.3.Indentation, scratches, or damage caused by negligence, water moisture, insects, animals, high-heeled or spiked shoes, or failure to use pads under rolling chairs or other furniture are not covered by warranty.

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5.4.Any product deformity that is not measurable or that is visible only at a certain angle is not considered a defect. Their visibility evaluates defects from a reasonable vertical distance (standing height) from the floor.

5.5.Failure to follow manufacturer's written installation instructions, including protecting the floor from subfloor moisture.

5.6.Improper or insufficient protection, care, and maintenance not covered by warranty.

5.7.Accidents abused or misuse. Warranty will be made void if man-made or natural disasters, including leaking or broken plumbing, fire, flood, earthquake, or standing water, occur during or after installation.

5.8.Changes in color due to full or partial exposure to sunlight and weather not coved by warranty.

5.9.Failure due to structural changes in the subfloor, settling of the building, or uneven subfloor that has not been adequately leveled.

5.10.Plywood may let SPC flooring cupping or warping if sunlight is strong. Please avoid direct strong sunlight to SPC flooring if sub-floors are plywood. The curtain is really helpful. Please know if SPC flooring cupping, bulking, or warping because of sub-floor plywood warranty does not cover.

5.11.Strong sun-light will take temperature rises, flooring will be expanding in both width and length, and SPC flooring will be cupping, bulking or warping, or bulging up. Please avoid direct strong sunlight to SPC flooring. not coved by warranty.

5.12.This warranty does not cover the removal or replacement of cabinets, appliances, furniture, or other fixtures.

5.13.Gloss reduction is not considered wear.

5.14.Faces checking, cracking are not covered by this warranty.

5.15.Inheritance variations that are consistent with those of a natural product to include pattern, color, and granule size do not indicate defective material.

5.16.Floor covering installed inappropriate locations is excluded from this warranty.

5.17.SPC flooring is an inside door product, DO NOT install outside.

5.18.Should be passed council check when your install bathroom, toilet, laundry, and kitchen Do not install SPC flooring to the shower box.

5.19.under mats or product oxidation not covered.

5. Conditions at the installation site

5.1. The Guarantor shall specify the conditions at the installation site relating to temperature, subfloor humidity, and air humidity in the Installation Instructions included in each package of the Product.

5.2. The Installer is obliged to observe the rules of installation specified in standards and industry specifications describing the conditions for commencement of parquet flooring works and their execution.

6. Reporting defects

6.1. Complaints should be submitted in writing or by e-mail within one month from the date of disclosure of the alleged defect, describing the grounds for the complaint in as much detail as possible.

6.2. The complaint may be reported to the Seller from whom the Product was purchased or directly to the Guarantor. The complaint should include the proof of purchase of the Product, also a customer service form filled in and photographic documentation of the Product complained about.

6.3. The Client download the Customer service form,, https://www.floorco.co.nz/spc-flooring-warranty. And fill in all and email to info@floorco.co.nz.

7.What will do should you need warranty service:

7.1.If in the unlikely event that any portion of your product should fail with respect to the provisions of these warranties, will repair, refinish, or replace such portion, at no cost to you using either the same product.

7.2.In the unlikely event Guarantor is unable to correct any portion of a defective product after a reasonable number of attempts, Guarantor will refund the purchase price for the portion of the product that is defective pursuant to the terms of the delivery and returns policy.

7.3 The warranty does not cover any extra costs stemming from a defective product, such as the removal of furniture, fixtures, electrical items or labor costs.

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