

Customer Service Form

Please fill out this form carefully and accurately to ensure that the information we receive is correct. Accurate information will help us identify and resolve any issues that have arisen.

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

Trading Centre 118 Carbine Road, Mt Wellington, Auckland

2.What's the problems? please fill in (v) or (x)

2.1 What issues with your flooring?

2.1.1 Cupping

2.1.2 Cracking

◆ After the cracked, has it remained in its initial state, or has it been manually altered?

2.1.3 Peeling

◆ After the peeling, has it remained in its initial state, or has it been manually altered?

2.1.4 Squeaking

2.1.5 Floor Uneven

2.1.6 Fluctuation or undulation

2.1.7 Discoloration

2.1.8 separation

2.1.9 Fading

2.1.10 Scalding

2.1.11 Bulging

2.1.12 Scratches

◆ After the scratches, has it remained in its initial state, or has it been manually altered?

2.1.13 Stains

◆ Does it remain in its original stains, or has it been altered manually? What altered the initial state?

2.2 Product (Before installation)

- 1. Is there a difference in flooring size?
- 2. Are there any issues with flooring milling?
- 4. Are the edges damaged over 30% of one plank?
- 5. Is the flooring surface damaged?
- 6. Are there unlike color variations, grain, knots, or streaks?
- 7. Is there any cupping, bulking, warping, or bulging up of the flooring product?
- 8. Is the flooring pack damaged?
- 9. Is the locking system of the product (click-lock or tongue and groove) 100% intact?
- 10. Has the product been stored properly according to guidelines?

2.3 Installation

2.3.1 Preparation

- 1. No higher than 70% Relative Humidity, and humidity within 15%.
- 2. The moisture content of the floor is below 16%.
- 3. Remove or clean all surface contaminants
- 4. The floor was sanded and leveled using a standard-compliant self-leveling compound.
- 5. Substrate must be level according to NZS/AS1884:2013 (3mm variation over a 3m long straight edge) has been adhered to.
- 6. Is the subfloor plywood, particleboard, wood flooring, tiles, or cork?
- 7. Was the flooring installed as a floating floor or glue down?
- 8. if floating install, was underlay or PE moisture membrane used during the installation?
- 9. if glue down install, was moisture barrier used during the installation?

2.3.2 Installing

- 1. Are the installer professional? the installer laid over 5000sqm?

- 2. Are the installer membership of ATFA or FLOORNZ?
- 3. Are the installer certificate of BCITO?
- 4. Has the flooring been correctly click-locked?
- 5. Are there any abnormal gaps after the flooring installation?
- 6. Was any damaged flooring used during the installation process?
- 7. expansion gap 6mm should be left every 9 meters?
- 8. The installation was carried out according to the instructions.
- 9. Are adhesives or tape used?
- 10. Have you acclimated for 48 hours before installation?
- 11. Were nails used for fixing?

2.3.3 Post-installation

- 1. Are there any scratches after installation?
- 2. Has the color changed after installation?
- 3. Is the flooring uneven after installation?
- 4. Is there any up-and-down movement in the flooring after installation?
- 5. Is there any reduction in gloss after installation?
- 6. Are there any cracks or surface checking after installation?
- 7. Are there any separations in the flooring after installation?
- 8. Is there a squeaking sound from the flooring after installation?
- 9. Has the color faded after installation?
- 10. Are there any surface marks after installation?
- 11. Has the coating or veneer peeled off after installation?

2.3.3 Cleaning and Maintenance

- 1. Have you read and followed with care and maintenance?
- 2. have you used a steam mop?
- 3. have you used bleach or abrasive cleaners, steel wool or scouring pads, wax or polish?
- 4. Have you use water cleaning flooring?

5. When the flooring exhibited cracks, peeling, stains, or scratches, it was I using hands or other tools that exacerbated the damage to the floor.
5. Have your maintenance or care flooring?
6. Was the frequency of maintenance as required by our guidelines maintained.
7. Have all maintenance and care instructions been followed rigorously since installation, as detailed in our user manual?
8. How often is maintenance or care flooring?
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9. What cleaner or maintenance thing you use?

10. Are there used furniture rests?
11. Are there insects, animals, high-heeled or spiked shoes?
12. Was a cleaning robot used for cleaning?

2.3.4 Conditions and Habits

1. Is there any mats covered flooring?
2. Anyone at the house? the house has been vacant for a long time?
3. Any pet at the house? It damaged the surface of the floor.
4. Will pets take a piss or bowel at the house?
5. Do you use a dishwasher?
6. Is the refrigerator leaking?
7. Any child at house?
8. Children or adult dropping toys, tableware, decorations etc, or using bicycles on the floor caused damage to the flooring?
9. Is there a swimming pool, and does the pathway after using the swimming pool pass through a wood flooring/laminate flooring/SPC flooring area?
10. How many windows of the house?
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2.3.5 Environmental Conditions

1. Are there leaking, fire, flood, earthquake, standing water, or broken plumbing?
2. Are there strong sunlight in middle day of the house?

3. Are there windows of the flooring issues part?
4. Do you have a curtain or blind at home?
5. Is the room ventilated?
6. Is there rainwater inside the room?
7. What is the humidity of the air at the house?
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8. What's the temperature of the house?

9. Are there windows of the flooring issue's part?

2.3.6 Extended Exposure Risks

1. Is there a stay over 12 hours of water?
2. Is there a stay over 12 hours of liquor or liquid?

I understand that providing false or misleading information can result in denial of service, delays, or additional charges. I accept full responsibility for the consequences of any inaccuracies in the information provided.

Signature:

Date:

Please Fill in all and photographic documentation email to nzfloorco@hotmail.com or nzfloorco@gmail.com. We will be replying to your email within 10 working days.