

Congratulations on your purchase

You have chosen our Install. This card provides information on the terms and conditions of warranty for the installation.

Warranty Card

To ensure the WARRANTY, please follow the:

<https://floorco.co.nz/flooring-instruction-centre/>

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

Rights

FLOORCO Fully acknowledges and upholds all consumer rights as outlined in the Consumer Guarantees Act 1993 (CGA). The full terms and conditions of our warranties are detailed in this booklet. Certain warranties provided herein are additional to the rights you are entitled to under general law, including the CGA, and do not affect your existing legal protections. Nothing in these terms is intended to exclude or contract out of the provisions of the CGA. Furthermore, no part of these warranties limits or restricts any other statutory rights or remedies available to you. Please note that when installations are purchased for business purposes, the CGA does not apply.

1. Warranty Coverage and Duration

FLOORCO provides a one-year workmanship warranty for the installation services. This warranty is limited to defects arising from faulty workmanship and does not cover normal wear and tear, improper use, or external factors beyond FLOORCO's control, such as environmental conditions like humidity or temperature changes.

All products and services remain the property of FLOORCO TRADING LTD. until full payment is made. If the client has not paid in full, they cannot make any claims regarding the goods or services, and FLOORCO will not cover product or workmanship warranties.

2. Site Preparation Before Commencement

The quoted price assumes a "clean and clear" site. Please ensure that no other tradespeople are working in the area and that all rubbish, furniture, and appliances have been removed. FLOORCO can assist with this at an additional cost if required.

Although we use advanced dust-free systems, we still recommend that you arrange for a cleaning service after the floor installation. Clients may also choose to have dust wraps applied to doorways; however, minor damage to paintwork may occur when removing tape.

Trading Centre 118 Carbine Road, Mt Wellington, Auckland

We can recommend an affordable touch-up service if needed.

3. Site Safety Requirements

Please ensure that your site complies with safety regulations. Our team will work within safe site conditions. If you have any safety questions, we are happy to provide guidance.

4. Floor Installation Requirements

The customer is responsible for ensuring that the installation site is properly prepared according to FLOORCO's guidelines. Any issues arising from failure to meet these preparation requirements will void the warranty. FLOORCO is not responsible for damages resulting from improper maintenance or unauthorized modifications.

Before installation, the subfloor must meet the following level standards: any unevenness greater than 3mm over a 3-meter length will require leveling, which will incur additional costs.

After installation, the following tolerances apply:

Floor level variation: within 3 mm over a 3-meter length.

Floor surface undulation: within 3mm over a 3-meter length.

Minor gaps between floorboards: up to 1mm is permissible.

5. Special Conditions During Installation

During the coating and drying process, avoid walking on the floors, and keep all windows and doors closed to prevent dust and debris from affecting the finish. If you have pets, please ensure they do not enter the workspace as their prints could damage the finish.

5.1 Completion times for installation are estimates and may be affected by factors beyond FLOORCO's control, such as weather or supply chain issues. Delays caused by these factors are not covered by the warranty, and FLOORCO will not be liable for any compensation due to such delays.

5.2 Floating floors or glue-down floors may contract or expand due to temperature and humidity changes. This is considered normal and not covered by the warranty. Claims related to environmental conditions or improper maintenance will not be accepted.

5.3 If you have any specific preferences (e.g., color variations, knots, texture), please notify us before your order. Once work begins, we cannot guarantee that personal preferences will be accommodated.

5.4 If the homeowner refuses to allow proper subfloor preparation (leveling, grounding, etc.), FLOORCO does not accept responsibility for any resulting issues and no warranties will apply.

5.5 Subfloor preparation in older houses may not be 100% perfect due to their complexity. We will do our best, but we cannot guarantee that subfloors in old homes will meet all customer expectations. Old houses are defined as "used" and "furnished" properties.

5.6 Any man-made issues or damages are not covered by the warranty.

5.7 Minor gaps of up to 5mm where cuts cannot be made are acceptable.

5.8 We will use "no more gaps" or filler to seal all gaps, matching the color to walls, kitchens, or flooring.

5.9 Minor height variances between flooring edges are common and acceptable up to 0.5mm.

5.10 Slight gaps at joints between floorboards are allowed up to 1mm.

5.11 Transitions between carpet, tiles, and flooring in doorways are installed separately. We use standard trim; any special requirements should be communicated before the order.

5.12 Dust is minimal but may occur. We recommend hiring a cleaning service after the installation; this is not covered by the warranty.

6. Warranty Exclusions

6.1 The following are not covered under this warranty:

6.2 Failure to provide proper site preparation.

6.3 Use of steam mops on the floor.

6.4 Expansion or contraction of flooring due to humidity or temperature changes.

6.5 Noisy floors (squeaking) after installation due to environmental factors.

6.6 Damage caused by spills, stains, or water exposure.

6.7 Any damage resulting from improper maintenance or cleaning practices.

7. Payment and Ownership

All products and services remain the property of FLOORCO TRADING LTD. until full payment is made. If the client fails to make a timely payment, FLOORCO reserves the right to pursue additional costs and fees by the Fair Trading Act 1986.

For non-commercial client, any claims related to our goods or services can be addressed under the Consumer Guarantees Act (CGA). However, FLOORCO reserves the right to suspend any additional services, repairs, or replacements until full payment is received.

8. Additional Terms

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The estimated completion time for flooring installation is subject to change based on actual conditions. Delays caused by factors beyond FLOORCO's control (e.g., weather) are not covered under the warranty.

Customers must submit any claims or discrepancies in writing within three days of the completion of services, otherwise, they will not be accepted.

9. Reporting defects

9.1. All warranty claims must be submitted in writing within 14 days of discovering the defect. Claims must include proof of purchase, a detailed description of the issue, and photographic evidence. FLOORCO reserves the right to inspect the installation before determining the appropriate remedy.

9.2. 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.

9.3. The Client download the Customer service form, <https://floorco.co.nz/download/>. And fill in all and email to info@floorco.co.nz.

10. What will do should you need warranty service:

10.1. 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.

10.2. 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.

10.3 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.