

Congratulations on your purchase

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

Warranty Card

Eligibility and Exclusions

This warranty applies exclusively to original residential purchasers who acquire FLOORCO flooring products directly from FLOORCO Trading Limited for use in their own personal, owner-occupied residence in New Zealand. To activate and maintain warranty coverage, the purchaser must follow all relevant installation, maintenance, and care instructions as outlined at: <https://floorco.co.nz>

This warranty does not apply to any property where the original purchaser does not reside and the flooring is used by third parties, including but not limited to use under lease, rental, subletting, or short-term accommodation arrangements (such as Airbnb, serviced apartments, boarding houses, or holiday homes), unless otherwise agreed in writing.

For the avoidance of doubt, the Consumer Guarantees Act 1993 does not apply to any transaction where the Goods are acquired for a business purpose, including resale, installation as part of a trade contract, or bulk supply by builders, developers, retailers or Installer.

Pro Rata Warranty

This product is covered by a limited pro rata warranty, meaning that the level of warranty coverage decreases over time. Like any physical asset, flooring is subject to natural wear and depreciation. The warranty coverage begins at full value and reduces by a fixed percentage each year until the end of the stated warranty period.

In the event of a valid warranty claim, FLOORCO will contribute a percentage of the material replacement cost in accordance with the pro rata schedule outlined in this warranty. The remaining portion—including any unreimbursed material value, as well as costs related to removal of existing flooring, labor, freight, disposal, or installation of replacement flooring—shall be borne by the purchaser.

For example, in Year 3 of a product with a 10-year warranty,

FLOORCO will contribute 80% of the material value. The remaining 20%, along with any additional associated costs, must be paid by the customer.

Warranty coverage starts from the original purchase date. Contribution rates by product are listed in the Warranty Contribution Table. Where the table ends before Year 30, warranty coverage also ends at the final listed year for that product.

	Krono 12mm Krono O.R.C.A	Krono 10mm	Krono 8mm Berryalloc	Stepcasa	FLOORCO Special
Year 1	100%	100%	100%	100%	100%
Year 2	100%	100%	100%	100%	50%
Year 3	100%	100%	100%	100%	
Year 4	100%	100%	100%	100%	
Year 5	100%	100%	100%	100%	
Year 6	80%	60%	60%	50%	
Year 7	80%	60%	60%	50%	
Year 8	80%	60%	60%	50%	
Year 9	80%	60%	60%	50%	
Year 10	80%	60%	60%	50%	
Year 11	50%	40%	30%	10%	
Year 12	50%	40%	30%	10%	
Year 13	50%	40%	30%	10%	
Year 14	50%	40%	30%	10%	
Year 15	50%	40%	30%	10%	
Year 16	30%	20%	10%		
Year 17	30%	20%	10%		
Year 18	30%	20%	10%		
Year 19	30%	20%	10%		
Year 20	30%	20%	10%		
Year 21	20%	10%			
Year 22	20%	10%			
Year 23	20%	10%			
Year 24	20%	10%			
Year 25	20%	10%			
Year 26	10%				
Year 27	10%				
Year 28	10%				
Year 29	10%				
Year 30	10%				

Warranty terms and conditions

This warranty reflects a balance between affordable pricing and responsible product care. As such, coverage is limited to defined conditions and does not extend to damage arising from misuse, neglect, or environmental exposure.

1.1 This warranty applies only to products used in dry residential use and is valid only in New Zealand. It covers the original retail purchaser and is non-transferable, including in commercial applications.

1.2 The warranty begins from the date of purchase and is only valid upon full payment of the goods. This includes multiple purchases of the same product for a single property.

1.3 The warranty is only valid if:

A. The installation site is properly prepared according to FLOORCO's guidelines.

B. The manufacturer's storage, installation, care, and maintenance instructions are strictly followed;

C. The product is installed by qualified professionals using appropriate tools and techniques;

D. The product is inspected by both purchaser and installer prior to installation, as per industry norms;

E. The alleged defect is reported to FLOORCO before the warranty period expires;

F. The purchaser provides proof of purchase.

1.4 Failure to comply with any of the above conditions—including improper site preparation, unauthorized modifications, poor maintenance, or failure to acclimatize the goods before installation—may void the warranty.

1.5 FLOORCO is not liable for damage resulting from improper installation, misuse, non-compliance with care instructions, or failure to acclimatize the product prior to installation.

1.6 Laminate flooring is not a natural product and may expand or contract due to seasonal and temperature changes. This behavior is expected and not considered a defect.

1.7 This warranty generally covers manufacturer defects only.

Damage caused during or after installation due to actions against the guidelines is not covered.

1.8 The warranty period begins upon completion of installation and formal acceptance. If no written objection is raised within three (3) working days following FLOORCO's notice of completion, the installation shall be deemed accepted. This deemed acceptance will serve as the warranty activation date. It is the customer's responsibility to ensure that the installation meets FLOORCO's official installation guidelines and environmental requirements (including but not limited to subfloor flatness, moisture levels, temperature, waterproofing, and humidity). Any use of the flooring prior to formal acceptance will also be deemed as acceptance.

Exclusions

This warranty does not cover:

2.1 Transportation, Accidents:

A. Damage occurring during transit to the place of installation is not covered by this warranty unless FLOORCO was responsible for arranging the delivery.

B. If FLOORCO arranged the delivery and damage occurs during transit, FLOORCO will assist the purchaser in lodging a claim with the relevant third-party carrier. Please note that this process may involve delays and is subject to the logistics provider's terms and investigation timeline. FLOORCO does not guarantee reimbursement or replacement within a fixed timeframe.

C. If the purchaser arranged their own transportation, FLOORCO shall not be liable for any loss, damage, or defect arising from transit, including mishandling by freight providers or on-site unloading.

D. Additionally, this warranty does not cover any damage resulting from accidents, unnecessary abuse, rough handling, or improper storage after delivery.

2.2 Improper Installation:

A. Failure to follow the manufacturer's installation guidelines.

B. Poor workmanship or installer error.

C. Failure to allow the flooring to acclimate on site for at least 48 hours prior to installation.

D. Installing the product over an uneven, dirty, wet, or unsuitable subfloor.

- E. Use of nails to secure the floor to the subfloor.
- F. Failure to use underlay where required.
- G. Not using expansion spacers to allow for proper movement.
- H. Installation over areas longer than 8 meters without the use of transition profiles.
- I. Installation in unsuitable spaces without verifying floor and underlay compatibility (e.g., bathrooms without following wet area guidelines).

2.3 Moisture and Environmental Exposure:

- A. Soaking, buckling, or water damage.
- B. Surface or structural damage caused by excessive moisture, flooding, spills, steam, or temperature fluctuations.
- C. Damage from direct sunlight, oxidation (e.g., discoloration under mats or rugs).
- D. Installation in wet areas without following FLOORCO's wet area guidelines. However, when properly installed in wet areas (E3 classification) following FLOORCO's specific instructions, the product is warranted to meet impervious performance standards.

2.4 Improper Maintenance and Use

- A. Use of bleach, harsh chemicals, abrasive cleaners, steel wool, or scouring pads.
- B. Use of wax, oil, or polish (laminated is not real wood).
- C. Overuse or damage to glue-less click locking systems.
- D. Failure to maintain the floor as per care instructions.

2.5 Physical properties or installation characteristics

- A. Inappropriate removal or replacement of planks.
- B. Squeaking sounds not caused by manufacturing defects.

2.6 Responsibility to Comply

- A. The validity of this warranty is conditional upon strict adherence to all manufacturer guidelines for storage, installation, use, and maintenance.
- B. It is the customer's responsibility to ensure all materials and installation methods are suitable for the specific space and use-case.

2.7 The use of cleaning equipment involving steam, heat,

water spraying, or misting functions—including but not limited to steam mops and robotic cleaners—is strictly prohibited. These devices can cause abnormal floor behavior such as warping, edge lifting, and mold growth, all of which are expressly excluded from warranty coverage.

3. Conditions at the installation site

3.1 The Installer is responsible for assessing the environmental conditions at the installation site, including temperature, subfloor moisture levels, and ambient humidity. Installation must not proceed unless these conditions meet FLOORCO's requirements, as outlined in the official Installation Instructions provided with the product. Where site conditions do not comply, the Installer must implement appropriate corrective measures to bring all environmental parameters within the acceptable limits before commencing installation.

3.2 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.

4. Commercial area

Unless explicitly stated otherwise, FLOORCO flooring products are not warranted—expressly or impliedly—when installed in commercial or non-residential use.

However, for KRONO branded products, FLOORCO may offer a limited 5-year commercial warranty upon prior written approval. This warranty is available only if:

- 1) The product is KRONO branded;
- 2) The installation site has been disclosed and approved as a commercial use case at the time of purchase;
- 3) And FLOORCO has confirmed the warranty in writing.

This warranty follows a pro rata schedule, decreasing by 20% each year from the original purchase date. For example, in the second year, FLOORCO will cover up to 80% of the warranted material value; in the third year, 60%; and so on.

Commercial environments—such as retail stores, offices, hospitality venues, and other high-traffic or regulated spaces—subject flooring to conditions significantly different from residential use, including increased foot traffic, wheeled loads, aggressive cleaning practices, and environmental stress.

It is the sole responsibility of the purchaser to ensure that the

chosen flooring product meets all applicable regulatory, safety, and performance requirements for the intended commercial environment. These may include, but are not limited to:

1) It is the purchaser's sole responsibility to ensure the selected flooring complies with all applicable standards for the intended commercial use, including but not limited to fire safety, slip resistance, acoustic and hygiene performance, and any site-specific or industry-mandated requirements.

2) KRONO product packaging may not contain sufficient information about such compliance requirements. Therefore, any failure to meet applicable standards—due to misinterpretation, insufficient testing, or unsuitable product selection—shall not be considered a manufacturing defect and is expressly excluded from warranty coverage.

3) FLOORCO strongly advises that all commercial clients consult with qualified professionals and relevant authorities to verify compliance before purchase. By proceeding with the order, the purchaser acknowledges their duty to assess and confirm product suitability for their specific application.

All other FLOORCO products remain excluded from warranty coverage in any commercial or non-residential installation.

5. Clearance and Special Offer

Products sold as part of a clearance sale, special promotion, or discounted offer are covered by a limited 24-month warranty, commencing from the original date of purchase.

This warranty applies only to the material value of the product and is subject to the same installation, maintenance, and use requirements outlined in this warranty document. It does not follow the standard warranty schedule that may apply to full-priced products.

This limited 24-month warranty does not cover labor, installation, removal, freight, or other incidental costs. It also does not override any statutory rights under the Consumer Guarantees Act 1993.

Customers are advised to confirm suitability prior to purchase, as clearance and special offer items are sold "as-is" and are non-refundable unless defective under the terms of this limited warranty.

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 shall download the Customer Service Form from <https://floorco.co.nz/download>, complete it fully, and submit it via email to info@floorco.co.nz.

7. Warranty Service Procedure

7.1 All warranty claims must be submitted in writing to info@floorco.co.nz, and must include:

- 1) A completed customer form,
- 2) Proof of purchase, and
- 3) Clear photographic evidence of the issue.

FLOORCO will assess the claim within 28 business days of receiving complete documentation. If a site inspection is deemed necessary, a call-out fee may apply, unless the defect is confirmed to be covered under this warranty.

7.2 In the event of a valid warranty claim, FLOORCO will, at its sole discretion, repair, refinish, or replace the affected portion of the product in accordance with the applicable pro rata coverage schedule, using the same or a comparable product available at the time.

7.3 If FLOORCO is unable to remedy the defect after reasonable attempts, a pro-rated refund of the product's original material value will be provided, based on the elapsed warranty period and product type, in line with the terms outlined in this warranty.

7.4 The warranty does not cover any incidental or consequential costs, including but not limited to:

- 1) Removal or reinstallation of furniture, cabinetry, fixtures, or appliances;
- 2) Labor charges for dismantling or reinstalling flooring;
- 3) Freight, disposal, or access-related costs.
- 4) Only the material value of the defective portion is considered under warranty.