

Pre-Purchase Notice

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Disclaimer

This content is intended to help buyers quickly understand key points regarding shipping, returns, products, services, warranties, and disputes. It is not exhaustive and may contain errors or omissions. For complete and accurate details, please refer to the links provided in this document.

Terms and Conditions: <https://floorco.co.nz/tc/>

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

Care, clean and maintenance: <https://floorco.co.nz/care-and-clean/>

Warranty: <https://floorco.co.nz/download/>

Advice support: <https://floorco.co.nz/advice-support/>

Wet areas alternative solutions: <https://floorco.co.nz/e3-as1-flooring-alternative-solution-for-kitchen-toilet-laundry-bathroom/>

Return and cancel: <https://floorco.co.nz/returncancel/>

Delivery: <https://floorco.co.nz/nz-delivery/>

1.Quote

A quote outlines the specific products offered by the company along with the costs for the product, installation, freight delivery, and preparation. Installation and preparation costs are estimates, and the final invoice will be based on the actual number of packs used by the buyer.

1.1 Quote Number

If you require any service or need to confirm details, please provide FLOORCO with your Quote Number. Also, ensure to use your Quote Number as a reference when making a bank transfer.

1.2 Description

Description refers to the product or service details. Each product offered by FLOORCO is assigned a unique product code. Please provide the product code when placing your order for easy confirmation.

Product dimensions may vary:

- Length tolerance: $\pm 20\text{mm}$
- Width tolerance: $\pm 1-2\text{mm}$
- Thickness tolerance: $\pm 0.05- 0.5\text{mm}$
- For wood veneer flooring, 65-80% of planks will be full length, while 20-35% will have random lengths.

1.3 Quantity and unit price

For product orders, the quantity and unit price are calculated per pack. For installation services, the cost is calculated per square meter (Sqm).

1.4 Amount

The amount is an estimate based on the dimensions or plans provided. Any changes to the quantity of flooring or additional services may affect the final price. Additional freight charges will be passed on to the customer if the seller incurs extra delivery fees for services not included in the initial proposal.

1.5 Term of payment

All flooring materials must be paid in full of cleared funds before delivery or pick-up.

For orders that include both materials and installation services, the buyer will receive a single quote that covers both material and installation costs. After payment, the buyer will receive separate invoices for the materials and installation. All products remain the property of FLOORCO TRADING LTD. until they are fully paid for.

1.5.1 Buy materials only

- Full Payment: Full payment for materials is required before delivery or pick-up.
- Deposit: To hold/order products, the buyer must first pay a deposit, with the remaining balance due before delivery or pick-up.
- Ownership of the goods will not transfer, nor will the goods be delivered, until full payment has been received. The warranty will also not take effect until the full payment is completed.

Note: Please understand that by holding/ordering products, FLOORCO assumes risk; therefore, deposits are non-refundable.

1.5.2 Buy materials and install service

- Deposit: A deposit is required to hold products and book installation time.

- 70% Payment Before Delivery: 70% of the materials and installation cost must be paid before delivery and installation. Payment terms may be adjusted if both parties agree.
- Final Payment: Remaining balance must be paid within 7 days of installation completion, or a 2.5% daily interest charge will apply.
- Refund: If the buyer needs a deposit refund, FLOORCO must be notified within 5 working days of receiving the deposit.

1.6 FLOORCO Returns & Order cancel policy

1.6.1 Returns

FLOORCO allows clients to return products within 14 days of delivery for a refund, except for special-order items. A 15% restocking fee applies, and the product must be returned in “new,” “unopened,” and “unused” condition with the packaging in perfect condition. Please contact FLOORCO’s customer service team before returning any item.

1.6.2 Order cancel

Clients can cancel an order within 48 hours, provided the goods have not been picked up. Always contact FLOORCO with the “quote number” or “invoice number” before canceling.

1.7 Transport Delivery

1.7.1 Delivery times

- Auckland: 1-3 working days
- Northland: 2-5 working days
- South Island: 4-8 working days

Delivery times are estimates and not guaranteed.

1.7.2 Tracking number

All freight orders come with a tracking number via email.

1.7.3 Kerbside Delivery

FLOORCO delivers flooring products via large vehicles using kerbside delivery. The delivery will be made on a pallet, and the driver cannot permit to unpack or bring the order inside. Please ensure someone is available to receive and bring in the goods.

1.7.4 FLOORCO Failed Deliveries Policy

If your order arrives but cannot be delivered due to no one being available, refusal of goods, or insufficient help, you will be responsible for any additional costs related to the return of the goods.

1.7.5 FLOORCO Order not as expected Policy

Please check the condition of your goods upon arrival and sign for them. If there is any damage or missing items, ensure this is noted on the courier’s paperwork. If you cannot inspect the goods at delivery, contact FLOORCO as soon as possible to resolve any issues swiftly.

1.7.6 FLOORCO policy – What happens if everything isn’t as it should be?

If there are issues with your delivery, such as damaged goods, FLOORCO will work to resolve them. However, unless the goods are signed for as 'damaged on delivery,' you will be liable for return delivery charges. Claims for damages must be made within 14 days of receiving the goods.

1.7.7 Ownership and Risk:

Ownership and risk of the goods transfer to the buyer once the goods are received by the buyer or a designated representative. Please ensure the goods are checked and handled with care at the time of delivery to prevent any issues.

1.8 Follow Installation, Care, and Cleaning Instructions

When you purchase products from FLOORCO, it is crucial to strictly follow FLOORCO's installation instructions and cleaning and maintenance guidelines. Compliance with these guidelines is essential for the validity of the warranty. Failure to follow the specified instructions may void the warranty.

- Installation guidelines: <https://floorco.co.nz/flooring-instruction-centre/>
- Care, clean and maintenance: <https://floorco.co.nz/care-and-clean/>

1.9 Installation Workmanship guarantee and conditions

If FLOORCO provides the installation, we offer a one-year installation workmanship guarantee on all work orders. This guarantee is non-transferable and applies solely to the original client. Services are subject to standard industry tolerances, meaning minor variations in weight, dimensions, or performance may occur and are considered acceptable within industry standards. This ensures clients receive fair coverage, while understanding that slight deviations are normal in the manufacturing and installation processes.

1.9.1 Preparation

- Site Readiness: Ensure the site is "clean and clear" before work begins, with no other tradespeople, rubbish, construction waste, furniture, or appliances in the workspace. This ensures an efficient start to the project.
- Fitting Protection: Protect fittings such as balustrades, benchtops, and cabinets by covering them. If you're unable to do so, FLOORCO can assist for an additional charge.
- Skirting Boards: Removing skirting boards can cause damage to the walls or paintwork. FLOORCO is not responsible for repairing or covering such damage. If you require skirt removal or undercutting, please let us know, as this may involve additional charges.
- Dust Control: Dust is typically minimal but may still be present after the floor is finished. FLOORCO uses the best available dust-free systems, but we recommend using a home cleaning service after completion for a thorough clean. You may also opt to have dust wraps applied to doorways, though there may be minor damage to the paint when the tape is removed. FLOORCO can recommend a cost-effective touch-up service if this occurs.
- Safety Compliance: Ensure your site complies with safety regulations. The FLOORCO team looks forward to working in a safe environment. We can provide advice on any safety concerns you may have.
- Subfloor Leveling: The subfloor must meet acceptable standards before installation (please see more detail <https://floorco.co.nz/flooring-instruction-centre/>) An uneven subfloor can cause future issues with the flooring. FLOORCO offers subfloor leveling services for an additional charge.
- Floor Protection During Coating: Do not walk on the floors while coating or drying is in process. Ensure all doors and windows remain closed to prevent dust or debris from contaminating the finish. Pet doors should also be secured, and it is recommended that pets be kept off-site during this time to avoid damage to the floor.
- Skirting and Joinery: While damage to skirtings during sanding and coating is rare, we recommend having skirting/kick panels and joinery removed and reinstalled by a builder for the best results. If required, we can provide skirting undercutting at an additional cost.

- Flooring Limits: Ensure a double edge distance of approximately 10mm is observed, and a side length of approximately 8m should not be exceeded for optimal installation performance.

1.9.2 Standards

FLOORCO follows its own installation standards. Once you make a deposit, it signifies that you agree to and understand these standards. If you have any questions, please feel free to contact us. Should you be unsatisfied with our standards, we can provide the goods only and recommend independent installers, or you may arrange your own installer. Please note, whether you use installers we recommend or those you find yourself, clear communication is critical to ensure a smooth installation process.

- Due to production, installation, and wall panel tolerances, the installed flooring may not always be perfectly vertical, parallel, or straight. An allowable deviation of up to 8‰ of the total length or width is acceptable (e.g., a 10-meter length may have up to an 80mm deviation). Each individual flooring board can have a straightness tolerance of ±8mm per 1000mm.
- It is common for laminate, SPC, or floating wood floors to have slight up-and-down movement due to subfloor or underlayment tolerances.
- Squeaking noises are a normal feature of floating floors and are allowed under our standards.
- Expansion joints are required around the perimeter of the floor (except for SPC flooring) with an allowable gap of over 6mm.
- When cutting around door frames, walls, skirting boards, etc., a cutting tolerance of 5mm is acceptable.
- In areas where undercutting is not possible, an allowable gap of up to 5mm may be left.
- Gaps will be filled with colors that closely match the walls, kitchen, or flooring.
- Minor height variances between flooring edges may occur and are acceptable within 0.5mm.
- Slight gap variances between flooring joints are normal, with an allowable variance of up to 1mm.
- Transitions between flooring and other surfaces (carpet or tiles) in doorways will be handled with standard trims unless specific requirements are provided before ordering.

1.9.3 Installation Warranty Exclusions Summary

The following outlines non-warranty coverage after installation. It is not exhaustive, and for full details, please refer to the FLOORCO Install Warranty Card (<https://floorco.co.nz/download/>)

- Dust and glue residue are not covered.
- Floating floors may squeak after three months due to humidity.
- Water damage, spills, and use of steam mops void the warranty.
- Aesthetic variations and subfloor preparation issues are excluded unless pre-agreed.
- Damage caused by human actions, such as misuse, negligence, or improper care, is not covered.

1.9.4 Completion Policy

- The buyer ensures that transitions between carpet and flooring areas in all doorways are organized separately. We can help by facilitating this on your behalf with a reliable and trustworthy supplier.
- The rubbish will be left in the site bin.
- The acceptor of this proposal gives their guarantee for the full payment on completion of the job.
- FLOORCO is not required to accept claims for the discrepancy in orders unless the buyer makes a written claim within 14 days of delivery of the goods or service.
- In the event that this account is not settled within our trading terms, we reserve the right to add all costs of collection and any late payment charges to this account pursuant to the Fair Trading Act 1986.

2.0 Goods

If FLOORCO provides goods only. We offers warranties ranging from 1 to 30 years on goods (please see more detail <https://floorco.co.nz/download>). This warranty is non-transferable and applies solely to the original client. All goods are subject to normal trade tolerances, meaning slight variations in weight, dimensions, or performance are considered acceptable within industry standards. These minor deviations are acknowledged as a normal part of the manufacturing process, ensuring clients receive a fair warranty while understanding that small variations in product quality are standard in the industry.

2.0.1 Standards

Different materials used in FLOORCO products have varying structures. All goods products are guaranteed to be free of material and manufacturing defects under original manufacturing conditions, including assembly size and grade.

Tolerances

- Length tolerance: $\pm 20\text{mm}$
- Width tolerance: $\pm 1\text{-}2\text{mm}$
- Thickness tolerance: $\pm 0.05\text{-}0.5\text{mm}$
- Wood veneer flooring: 65-80% of planks are full length, with 20-35% in random lengths.

Wood veneer: Natural wood characteristics such as mineral streaks, small knots, grain variations, etc. are normal characteristics and are not considered as defects.

Decorative surface: Laminate and SPC hybrid flooring surfaces are designed to mimic the appearance of natural wood or stone. This design process intentionally includes natural characteristics such as color variation, wood knots, and imitation cracks, providing the flooring with a realistic aesthetic like genuine materials.

2.0.2 Goods Warranty Exclusions Summary

The following outlines non-warranty coverage. It is not exhaustive, and for full details, please refer to the FLOORCO Warranty Card (<https://floorco.co.nz/download/>)

- Damage from Improper Use: Includes human-caused damage, misuse, or negligence.
- Environmental Factors: Issues caused by humidity, temperature changes, or water damage.
- Incorrect Installation and incorrect maintenance: If installation instructions and clean and care are not followed.
- Wear from Normal Use: Normal wear and tear over time.
- Steam Mops: Use of steam mops avoids the warranty.
- Impact Damage: Damage from pets, children's toys, bicycles, high heels, falling objects, or other impacts.
- Liquids: Stains from water, oils, or other liquids.
- Fading: Discoloration or fading of the product.

2.1 Wet areas E3

NZ BUILDING CODE was changed on 01.11.2021. E3/AS1 SECTION 3.0 OF The building code covers water splash just three suitable floorings listed in 3.1.1 Floors. The most impact relates to the wet area use of flooring products will need to be covered by an Alternative Solution to meet newly built homes or buildings design requirements.

The provided document offers guidance, and it's crucial to understand that compliance depends on the integrity of the entire system. It is imperative to follow the specifications rigorously during installation to guarantee that the system meets the New Zealand Building Code (NZBC) regulations.

Whether it involves modifying the original design or creating a new plan, please ensure that the alternative solution is submitted to the council for review. Construction should only proceed after the review has been approved.

- Alternative solution: <https://floorco.co.nz/e3-as1-flooring-alternative-solution-for-kitchen-toilet-laundry-bathroom/>
- Testing report: <https://floorco.co.nz/category/report/>

2.2 Rights

FLOORCO Fully acknowledges and upholds all consumer rights as outlined in the Consumer Guarantees Act 1993 (CGA). 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. Please note that when flooring products are purchased for business purposes, the CGA does not apply.

2.3 Dispute

Following the filing of a claim we will investigate the claim and if we believe there is a defect or fault covered by the warranty, we will at our option either repair the defective product (or part), replace the defective product (or part) or issue a refund of the price you paid for the products.

If you do not allow our representative to review the product which is subject to the warranty claim you will invalidate the warranty in respect of that claim.

Any repaired or replacement product parts shall be guaranteed on the terms of this warranty for the unexpired portion of the warranty period only.

The goods and service subject to the jurisdiction of the courts of NZ and any dispute or claim arising out of, or in connection with it or its subject matter, shall be governed by, and construed in accordance with NEW ZEALAND LAW.

2.4 Limitations

In a reasonable time frame to honor the warranty. The best possible solution is always for repairs or re-installation to occur from the original installer whenever possible regarding any claims against Floorco trading Ltd. the customer understands fully understands that they will have no claim to recover or request compensation for any of the following reasons listed below and Floorco trading Ltd. is not liable for said reasons below as well Incidental, consequential, secondary or punitive damages. Damages for aggravation, mental anguish, emotional distress, or pain and suffering Costs more than the total contract amount for the project; or Attorney's fees or cost. Floorco trading Ltd. makes no other warranty, express or implied, other than as set forth herein.