

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

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.

	NZCORE PURE &MAX	NZCORE AB NZCORE S	ATWOOD 6.5	ATWOOD 5.7	FLOORCO Special
Year 1	100%	100%	100%	100%	100%
Year 2	100%	100%	90%	90%	50%
Year 3	100%	100%	80%	80%	
Year 4	100%	100%	70%	70%	
Year 5	100%	100%	60%	60%	
Year 6	100%	60%	50%	50%	
Year 7	100%	60%	40%	40%	
Year 8	70%	40%	30%	30%	
Year 9	70%	40%	20%	20%	
Year 10	50%	10%	10%	10%	
Year 11	50%				
Year 12	40%				
Year 13	30%				
Year 14	20%				
Year 15	10%				

1. 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 SPC 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.

2.Exclusions

This warranty does not cover:

2.1 Products not supplied by FLOORCO – Items purchased from other suppliers.

2.2 Failure to follow installation guidelines – Any failure to

follow FLOORCO’ s written installation instructions, including substrate preparation, acclimatization procedures, and recommended tools or techniques.

2.3 Improper use, installation, or maintenance – Damage caused or contributed to by poor, faulty, or incorrect use, installation, or maintenance practices.

2.4 Events beyond our control – Damage resulting from factors such as Acts of God, fire, explosions, corrosive substances, extreme weather, flooding, vandalism, soiling, misuse, abrasion, improper storage after delivery, rot or infestation, leaks, or any similar events. Includes damage from non-residential or commercial use.

2.5 Normal wear and tear – Including fading, surface dulling, or gradual deterioration consistent with reasonable use over time.

2.6 Unauthorized alterations or repairs – Any damage caused by modifications, repairs, or removal of the product not performed or approved by FLOORCO.

2.7 Negligence, abuse, or environmental factors – Damage from willful acts, rough handling, improper storage, or exposure to abnormal environmental conditions.

2.8 Damage from pets or children – Such as scratching, chewing, staining, or any misuse.

2.9 Improper installation by third parties – Including incorrect substrate preparation, wrong adhesive use or application method, faulty layout/design decisions, or failure to ensure proper fixing.

2.10 Natural batch variation – Differences in color, texture, or size (due to manufacturing batch variation. These are not considered defects.

2.11 Consequential or indirect losses – FLOORCO is not liable for any indirect loss, including but not limited to loss of time, inconvenience, labor, or additional materials incurred after installation.

2.12 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

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

4.2 SPC flooring is particularly susceptible to accelerated wear under commercial conditions, including high foot traffic, wheeled loads, frequent cleaning, and environmental fluctuations. As such, all SPC flooring products are excluded from commercial warranty coverage, except for PURE models within the NZCORE series.

4.3 NZCORE – PURE Range (SPC Flooring)

FLOORCO provides a limited 1-year commercial warranty exclusively for PURE models within the NZCORE SPC, subject to the following conditions:

- 1) The product is confirmed to be a PURE model within the NZCORE range;
- 2) The commercial use case is disclosed and approved by FLOORCO in writing at the time of purchase;
- 3) The product is installed and maintained in strict accordance with FLOORCO's commercial installation and care guidelines.

4.4 This 1-year commercial warranty applies only to manufacturing defects and does not follow a pro rata schedule.

4.5 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.

4.6 It is the sole responsibility of the purchaser to ensure that the selected flooring product meets all applicable requirements for the intended commercial setting, including but not limited to:

- 1) Fire safety compliance;
- 2) Slip resistance;
- 3) Acoustic and hygiene performance;
- 4) Site-specific or industry-specific standards.

4.7 FLOORCO product packaging may not include all required compliance details. Any failure to meet such standards due to product misselection, insufficient testing, or misinterpretation shall not be considered a manufacturing defect and is explicit

4.8 FLOORCO strongly recommends that all commercial purchasers consult with qualified professionals and regulatory authorities to ensure product suitability before purchase. By proceeding with the purchase, the customer accepts full responsibility for product selection and compliance.

4.9 All other FLOORCO products, including all SPC models not part of the NZCORE PURE range, remain excluded from warranty coverage when used in commercial or non-residential environments.

5. Clearance and Special Offer

5.1 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.

5.2 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.

5.3 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.

5.4 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.