

Congratulations on your purchase

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

warranties to be valid only after full payment of the purchase. This may include multiple purchases of a particular product for one house.

Warranty Card

To ensure the WARRANTY, please follow the:

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

Tile 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 products are purchased for business purposes, the CGA does not apply.

2. The warranty only applies:

2.1 to the person who purchased the products. It is not transferrable to any other person;

2.2 to products used within the environment intended by their design, for inside house tiles and not suitable for garage.

2.3 to products used and installed by any guidelines provided by FLOORCO;

3. The warranty does not cover:

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.

3.1 items purchased by another supplier.

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3.2 This warranty does not cover damage caused by improper installation, incorrect use, or inadequate maintenance.

3.3 This warranty does not cover damage caused by external factors beyond our control, including Acts of God, fire, explosion, corrosive substances, extreme weather conditions, flooding, vandalism, misuse, abrasion, improper storage after delivery, or non-residential use.

3.4 This warranty does not cover damage or color fading due to normal wear and tear.

3.5 damage caused or contributed to by alterations or repairs other than those carried out by ourselves; damage caused or contributed to by the removal of the products following initial installation;

3.6 damage caused or contributed to by willful damage, abuse, mistreatment, negligence, abnormal storage, or environmental conditions.

3.7 damage caused or contributed to by household animals and misuse by children;

3.8 Improper or inadequate fixing of products by third parties – including, but not limited to; inappropriate substrate preparation, adhesive selection, application, layout, and design;

3.9 Natural batch variations in color or size during manufacturing may cause differences between supplied products and samples. This is not considered a defect.

3.10 We do not accept consequential loss of any kind after the product has been installed.

4. Dispute

4.1 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.

4.2 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.

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

4.4 This warranty is non-transferable and is personal to the original purchaser as shown on the invoice.

4.5 This warranty is 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



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governed by, and construed in accordance with NEW ZEALAND LAW.

client fails to make a timely payment, FLOORCO reserves the right to pursue additional costs and fees by the Fair Trading Act 1986.

5. Commercial areas Warranty

All restrictions that apply to residential use also apply to commercial-use products.

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.

For business purposes, the warranty is limited to 1 year and covers only defects in materials and workmanship. The Consumer Guarantees Act 1993 does not apply.

The warranty for commercial areas use excludes coverage for any damage resulting from excessive wear due to heavy foot traffic, the use of rolling furniture or equipment, sharp objects, chemical spills, or other high-impact activities typical in commercial environments. This warranty also does not cover any incidental or consequential damage arising from improper installation, inadequate maintenance, or failure to follow the recommended environmental conditions for commercial areas.

6. What will do should you need warranty service:

6.1. 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.

6.2. 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.

6.3 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.

7. What will do should you need warranty service:

7.1. 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.

7.2. 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.

7.3 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.

8. Payment and Ownership

All products and services remain the property of FLOORCO TRADING LTD. until full payment is made. If the