

## Congratulations on your purchase

You have chosen a FLOORCO tile. This warranty card outlines the applicable warranty terms and conditions for tile products.

# Warranty Card

## Eligibility and Exclusions

This warranty applies exclusively to original residential purchasers who acquire FLOORCO tile 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 Tiles 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, tile 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 Tiles, labor, freight, disposal, or installation of replacement Tiles—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.

The following table outlines the pro rata contribution rate applicable to FLOORCO tiles under residential use.

	Tile		Tiles
Year 1	100%	Year 17	20%
Year 2	95%	Year 18	15%
Year 3	90%	Year 19	10%
Year 4	85%	Year 20	5%
Year 5	80%	Year 21	No warranty
Year 6	75%		
Year 7	70%		
Year 8	65%		
Year 9	60%		
Year 10	55%		
Year 11	50%		
Year 12	45%		
Year 13	40%		
Year 14	35%		
Year 15	30%		
Year 16	25%		

## 1. Warranty terms and conditions

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.

**1.1** This warranty is only valid if the Purchaser notifies the Guarantor of the alleged defect before the warranty period expires.

**1.2** To qualify for warranty coverage, the Product must be stored, installed, and maintained in accordance with FLOORCO's official guidelines and all relevant New Zealand

Tiles installation standards.

**1.3** The basis to exercise the rights provided for in this warranty is the proof of purchase of the Product.

**1.4** It is recommended that the Product is installed by qualified professionals, who have the appropriate equipment and tile knowledge.

**1.5** This warranty applies exclusively to the original Purchaser. However, this warranty does not exclude or limit any rights the final consumer may have under the Consumer Guarantees Act 1993 (CGA). These statutory rights apply regardless of this warranty. Please note that when Tiles products are purchased for business purposes, the CGA does not apply.

**1.6** The Purchaser undertakes to follow the FLOORCO installation, care, and maintenance guidelines for Tiles, as well as all applicable New Zealand industry standards and site requirements in effect at the time of installation.

**1.7** The Purchaser and the Installer are liable for inspecting the Product prior to its installation in accordance with the industry guidelines. However, this does not limit the Guarantor's responsibility for defects that existed at the time of delivery.

**1.8** Tiles may vary in color, shade, texture, or size between production batches. These variations are inherent to the manufacturing process and are not considered defects.

It is the responsibility of the installer and/or purchaser to:

A. Check all cartons and tiles prior to installation;

B. Ensure that tiles from the same batch are used within continuous visible areas;

C. Verify that the product matches the purchase order and intended layout.

Claims relating to visible differences, shade variation, or product mismatch after installation will not be accepted. Installation of the product constitutes acceptance of its condition, appearance, and batch quality.

**1.9** 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** items purchased by another supplier.

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

**2.3** 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.

**2.4** 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.

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

**2.6** damage caused or contributed to by household animals and misuse by children.

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

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

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

**2.10** Tile hollowing is typically caused by improper substrate preparation, insufficient adhesive coverage, or moisture within the subfloor. This condition is installation-related and not considered a manufacturing defect.

**2.11** Cracks, edge chipping, or broken tile corners resulting

from impact, subfloor movement, lack of expansion joints, or heavy loads are excluded from warranty coverage.

**2.12** Minor variations in tile size or calibration are an inherent part of the manufacturing process. Any such variations within industry-accepted tolerances are not classified as defects.

**2.13** Color variation between batches, or between supplied tiles and showroom samples, is normal and not considered a fault. Final installed appearance may vary depending on lighting, grout color, and layout.

**2.14** Damage from heavy impact, improper substrate movement, or structural settling.

**2.15** Staining from colored grout, joint compound, or external chemicals.

**2.16** Defects from third-party sealants, adhesives, or cutting tools.

**2.17** Certain natural features such as fine crazing (hairline cracks in glaze), variation in gloss level, surface undulation, or minor pinholes may occur and are considered inherent to the tile type or finish. These are not manufacturing defects and are not covered under warranty.

**2.18** Tiles may crack or detach due to sudden temperature changes, including exposure to hot water, oil, or heated objects. Damage caused by thermal shock is excluded from warranty coverage.

**2.19** The use of strong acids, bleach, or unapproved cleaning chemicals can cause surface erosion, glaze discoloration, or grout damage. Such damage is not covered by warranty.

### 3. Conditions at the installation site

**3.1** The installer is responsible for evaluating all environmental and substrate conditions at the installation site, including but not limited to:

A. Ambient temperature and humidity;

B. Subfloor moisture levels;

C. Substrate flatness, stability, and surface cleanliness.

**3.2** Tile installation must not proceed unless all conditions meet FLOORCO's requirements, as detailed in the official Installation Instructions provided with the product. Where site conditions do not comply, the installer must undertake

appropriate corrective measures (e.g., levelling, drying, or sealing) to ensure the surface is suitable for tile adhesion.

**3.3** For areas subject to water exposure—such as bathrooms, laundries, kitchens, balconies, or exterior areas—the installer must ensure that a compliant waterproof membrane is applied in accordance with New Zealand Building Code E3/AS1 and relevant industry standards. The installer must verify that the waterproofing layer is dry, intact, and compatible with tile adhesives before installation begins.

**3.4** All installation works must comply with applicable local regulations, manufacturer instructions, and industry best practices for tile installation.

### 4. Commercial area

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

**4.2** Tiled surfaces in commercial settings are exposed to intensive wear, including heavy foot traffic, rolling loads, harsh cleaning chemicals, and increased environmental stress. These conditions differ significantly from standard residential use and can accelerate tile surface wear, grout degradation, edge chipping, and substrate-related failure.

**4.3** As such, FLOORCO does not provide any commercial warranty for tile products unless otherwise approved in writing prior to purchase and subject to a separate commercial supply agreement.

**4.4** Commercial environments—such as retail stores, offices, hotels, restaurants, lobbies, and public restrooms—introduce installation and usage conditions that differ fundamentally from residential applications. It is the sole responsibility of the purchaser to ensure that the selected tile product meets all regulatory, technical, and performance requirements of the intended commercial application.

**4.5** FLOORCO product packaging may not include all necessary compliance declarations. Any failure resulting from improper product selection, misinterpretation of performance ratings, or lack of prior suitability testing will not be considered a manufacturing defect and is expressly excluded from warranty coverage.

**4.6** FLOORCO strongly advises all commercial purchasers to consult with qualified specifiers, architects, or engineers before product selection and installation. By proceeding with

the purchase, the customer acknowledges full responsibility for compliance, suitability, and performance expectations in the commercial setting.

**4.7** All FLOORCO tile products remain excluded from warranty coverage when used in commercial or non-residential applications, unless explicitly approved in writing.

### 5. Slip Resistance Disclaimer

**5.1** It is the responsibility of the purchaser or specifier to ensure the selected tile meets slip resistance standards required for the intended environment. Any claim related to slip performance post-installation will not be accepted unless the product was mislabelled or defective at supply.

### 6. Clearance and Special Offer

**6.1** Products sold as part of a clearance sale, promotional offer, or discounted deal are covered by a limited 24-month warranty, starting from the original date of purchase.

**6.2** This warranty covers only the material value of the product and is subject to the same installation, maintenance, and usage requirements outlined in this document.

**6.3** It does not follow the standard pro rata warranty schedule applicable to full-priced products.

**6.4** The limited warranty excludes all labor, installation, removal, freight, or incidental costs, and does not override any statutory rights provided under the Consumer Guarantees Act 1993.

**6.5** Customers are strongly advised to confirm product suitability before purchase, as all clearance and promotional items are sold "as-is" and are non-refundable, except where proven defective under this limited warranty.

### 7. Reporting defects

**7.1** 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.

**7.2** 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.

**7.3** 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](mailto:info@floorco.co.nz).

### 8. Warranty Service Procedure

**8.1** All warranty claims must be submitted in writing to [info@floorco.co.nz](mailto: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.

**8.2** 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.

**8.3** 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.

**8.4** 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 tile.
- 3) Freight, disposal, or access-related costs.
- 4) Only the material value of the defective portion is considered under warranty.