

Tiles Warranty

The warranty guarantees that our tiles products will be free from faults or defects in workmanship and materials for 10 years.

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 in accordance with any guidelines provided by FLOORCO;

3. The warranty does not cover:

3.1 items purchased by another supplier.

3.2 damage caused or contributed to by poor, faulty or incorrect use, installation or maintenance;

3.3 damage caused or contributed to by events outside our control including but not limited to Acts of God, fire, explosion, contact with corrosive matter, extreme weather conditions, flood, vandalism, soiling, misuse, abrasion, improper storage following delivery, rot and/or infestation following delivery, leaks (or similar incidents), damage due to non-domestic use;

3.4 damage or color deterioration caused or contributed to as a result of 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 variation’ in colour or calibre at the time of manufacture that could result in the product supplied not being the same as any samples supplied. This is not considered to be 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 governed by, and construed in accordance with NEW ZEALAND LAW.