

Congratulations on your purchase

You have chosen a Engineered wood 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.

Year	Barlinek Senses	Barlinek TOL	GL WOOD	ATWOOD	FLOORCO WOL	FLOORCO Special
		ANTICO DUKE HOMY				
1	100%	100%	100%	100%	100%	100%
2	100%	100%	100%	100%	90%	50%
3	100%	100%	100%	100%	80%	
4	100%	100%	100%	100%	70%	
5	100%	100%	100%	100%	60%	
6	100%	70%	50%	50%	50%	
7	100%	70%	50%	50%	40%	
8	100%	70%	50%	50%	30%	
9	100%	70%	50%	50%	20%	
10	100%	70%	50%	50%	10%	
11	60%	40%	20%	10%		
12	60%	40%	20%	10%		
13	60%	40%	20%	10%		
14	60%	40%	20%	10%		
15	60%	40%	20%	10%		
16	40%	20%	10%			
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25	20%	10%				
26	10%					
27	10%					
28	10%					
29	10%					
30	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 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 flooring 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 parquet laying 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 flooring 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 engineered wood flooring, 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 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 These warranties, which begin from the date of purchase, apply to products used in dry residential applications.

2.2 This limited warranty is valid only in NEW ZEALAND. The warranty is not transferable. It extends only to the original retail consumer.

2.3 Due to the nature of wooden flooring, liquid exposure may leave marks. Use absorbent paper to remove moisture and dry the surface. The marks are retained moisture requiring time to dry. This is considered improper maintenance and is therefore not covered under this warranty.

2.4 Hardwood flooring is a natural product that will continue to expand and contract during seasonal and temperature changes. Products may experience separation between boards when properly unacclimated and installed. If separations do occur, they are not covered by this warranty.

2.5 Natural wood characteristics such as mineral streaks,

small knots, grain variations, etc. are normal characteristics and are not considered as defects. No two pieces of wood are the same and color or other variations will occur. We do not guarantee natural variations, or the normal difference between color samples or photographs and colors of installed floors.

2.6 Damage resulting from improper site conditions, including lack of acclimatization, subfloor settlement, excessive or low humidity (outside 40%–55%), or failure to follow wet-area installation guidelines, is not covered.

2.7 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.

2.8 Liquids that may cause staining, surface damage, or discoloration—such as ink, red wine, tea, rainwater, wastewater, coffee, cooking oil (especially when hot), fuel, and other liquids containing pigment or dye residues—must be dealt with immediately. Upon contact, use absorbent paper to blot the liquid, followed by gentle cleaning with an appropriate cloth. Failure to clean such spills in a timely manner may result in permanent marks, warping, or discoloration, all of which are expressly excluded from warranty coverage.

2.9 This warranty does not cover damage caused by negligence, accidents, improper use, or natural disasters such as floods, fire, or earthquakes

2.10 Any product deformity that is not measurable or that is visible only in a certain angle is not considered.

2.11 Defect. Defects are evaluated by their visibility from a reasonable vertical distance (standing height) from the floor.

2.12 Failure to follow manufacturers written installation

instructions including protecting the floor from subfloor moisture.

2.13 Improper or insufficient protection, care and maintenance.

2.14 Accidents abuse or misuse. Warranty will be made void if man-made or natural disasters including leaking or broken plumbing, fire, flood, earthquake, or standing water occur during or after installation.

2.15 Improper alteration of original manufactured product. Alterations or repairs to the manufacturer's original product will void all warranties.

2.16 This warranty does not cover any changes in color or deformation caused by exposure to sunlight, weather conditions, or moisture.

2.17 Failure due to structural changes in the sub-floor, settling of the building or uneven sub-floor that has not been adequately leveled.

2.18 This warranty does not cover the removal or replacement of cabinets, appliances, furniture or other fixtures.

2.19 Gloss reduction is not considered wear.

2.20 Natural hardwood planks will contract and expand with temperature changes and humidity. Separation and spacing may occur between planks and will not be considered damage. Flooring that is damaged due to excess humidity or temperature change will not warrant a claim.

2.21 This warranty does not cover structural damage caused by water or moisture. However, when installed in accordance with FLOORCO's installation guidelines for wet areas, the flooring is guaranteed to be impermeable to water penetration to the subfloor.

2.22 floating floors squeaking sound is inevitable, not

covered with warranties.

2.23 Flooring under mats or any covering material made flooring color fade or oxidation not covered warranties.

2.24 Engineered wood species will change color when exposed to UV Light. This is not considered damage.

2.25 Re-oiled, re-lacquered or any re-coating not covered by warranty.

2.26 If need covering for wood flooring, that must be “professional flooring cover material.” Professional means that material must be no color and no fade material.

2.27 Do not use mats on the flooring surface for the first 6 months. If it's essential to use mats, make sure to move around frequently.

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 Flooring products that are not specifically designated for commercial use are not covered by any express or implied warranty when installed in commercial or non-residential use. This exclusion applies regardless of

whether the commercial use was disclosed at the time of purchase.

4.2 This is because commercial environments—such as retail shops, offices, hospitality venues, and high-traffic public spaces—subject flooring to conditions significantly different from those of standard residential use, including heavier foot traffic, rolling loads, cleaning protocols, and environmental exposure.

4.3 As such, no warranty (express or implied) shall apply to any product used in a commercial context unless FLOORCO has explicitly agreed in writing to provide such coverage under commercial terms.

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.

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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.