

## 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

To ensure the WARRANTY, please follow the: <https://floorco.co.nz/flooring-instruction-centre/>

Flooring warranty not all floors are created equal. Please make sure it is residential or commercial.

### Rights

FLOORCO fully upholds consumer rights under the Consumer Guarantees Act 1993 (CGA). Our warranties, detailed in this booklet, are additional to CGA protections and do not override legal rights. These terms do not exclude or limit CGA provisions. Note: The CGA does not apply to purchase flooring for business purposes.

#### 1. Structural Warranties

This is a common type of warranty for engineered wood flooring, that is a guaranty for flooring grade, milling, moisture content within factory standards. Warrant these engineered hardwood products in their original manufactured conditions to be free from defects in material and workmanship including assembly dimension and grading.

#### 2. Warranty period

2.1. The warranty applies to Engineered wood flooring. The warranty period runs from the date of purchase of the Product and amounts to:

Product Name	Residential areas	Commercial areas
Barlinek Senses	30 years	1 Year
Barlinek TOL	25 years	1 Year
Antico	25 years	-
Duke	25 years	-
Homy	25 years	-
GL WOOD	25 years	-
Atwood floors	25 years	-
FLOORCO WOOD	20 Years	-

2.2 The Guarantor confirms that its products meet the requirements of the technical standards for wood flooring and are suitable for use for their intended purpose.

2.3 When installed according to FLOORCO's installation guidelines, FLOORCO guarantees that the product will be impervious to the subfloor and will have the same warranty period when installed in wet areas.

Trading Centre 118 Carbine Road, Mt Wellington, Auckland

#### 3. Warranty terms and conditions

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

3.2. For the Product to be covered by the warranty, it is necessary to follow the rules and recommendations concerning the storage, installation, care and operation of the Product.

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

3.4. It is recommended that the Product is installed by qualified professionals, who have the appropriate equipment and parquet laying knowledge.

3.5. 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.

3.6. The Purchaser undertakes to follow the installation, care and maintenance instructions for engineered wood flooring.

3.7. 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.

#### 4. Notice

4.1. These warranties, which begin from the date of purchase, apply to products used in dry residential applications.

4.2. Due to the nature of wooden flooring, liquid exposure over 4 hours may leave marks. Use absorbent paper to remove moisture and dry the surface. The marks are retained moisture requiring time to dry. This is improper maintenance and not covered under warranty.

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

4.4. 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.

4.5. 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 against natural variations, or the normal difference between

color samples or photographs and coolers of installed floors.

4.6. the Goods must be acclimatized on the site where they are to be installed, prior to their installation, as per the manufacturer's recommendations. Failure to do so can void any warranty provided to the Client.

4.6 Using a steam mop (or similar cleaning tools) will void the warranty, as the steam mop can quickly alter the environment in which the floor is used. Please make sure not to use a steam mop!

4.7 Hot cooking oil and red wine need to be cleaned up as soon as possible, as leaving them for more than 16 hours can result in stains. This can create difficulties in cleaning the floor.

5. What the engineered wood flooring Limited warranty does not cover:

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

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

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

5.4. Failure to follow manufacturers written installation instructions including protecting the floor from subfloor moisture.

5.5. For optimal performance, it is recommended to maintain the indoor humidity between 40%-55%. Failure to do so may affect the product's performance.

5.6. Improper or insufficient protection, care and maintenance.

5.7. 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.

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

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

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

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

5.12. Gloss reduction is not considered wear.

5.13. Faces checking, cracking, are not covered by this warranty.

5.14. 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.

5.15. 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 impermeable water penetration to the subfloor.

5.16. floating floors squeaking sound is inevitable, not covered warranties.

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

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

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

5.20 If need covering for wood flooring, that must be "professional flooring cover material." Professional means is that material must be no color and no fade material.

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

6. Conditions at the installation site

6.1. The Guarantor shall specify the conditions at the installation site relating to temperature, subfloor humidity, and air humidity in the Installation Instructions included in each package of the Product.

6.2. 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.

7. Commercial areas Warranty

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

For products suitable for commercial areas or non-residential use, such as Barlinek Senses and Barlinek TOL, a limited warranty of 1 years from the date of purchase applies. This warranty covers only defects in materials and workmanship under normal commercial use conditions. The warranty does not cover damage caused by heavy foot traffic, improper maintenance, or exposure

to extreme environmental conditions such as moisture, humidity, or temperature fluctuations.

For products not designated for commercial areas use, no commercial warranty is provided, and any use in commercial settings is not covered under any warranty.

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.

#### 8. Reporting defects

8.1. 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.

8.2. 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.

8.3. The Client download the Customer service form, <https://floorco.co.nz/download/>. And fill in all and email to [info@floorco.co.nz](mailto:info@floorco.co.nz).

#### 9. What will do should you need warranty service:

9.1. 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.

9.2. 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.

9.3 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.