

Congratulations on your purchase

You have chosen a laminate 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.

1. Structural Warranties

This is a common type of warranty for laminate flooring, which is a guaranty for flooring size, milling, construction content within factory standards. Warrant these laminate flooring products in their original manufactured conditions to be free from defects in material and workmanship.

2. Warranty period

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

| Product Name | Residential | Commercial |
|--------------|-------------|------------|
| Krono 12mm | 30 years | 5 years |
| Binypro | 30 years | 5 years |
| Krono 10mm | 25 years | 3 years |
| Krono 8mm | 20 years | 1 years |
| Berryalloc | 20 years | 1 years |
| Stepcasa | 15 years | - |
| 8mil | 10 years | - |

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

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. In order for the Product to be covered by the warranty, it is necessary to follow the rules and recommendations concerning 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.

Trading Centre 118 Carbine Road, Mt Wellington, Auckland

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

3.5. These warranty conditions apply exclusively to the Purchaser.

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

3.7. The Purchaser and the Installer are liable for inspecting the Product prior to its installation in accordance with the industry guidelines, in particular for checking: the type of finish, type of collections and dimensions in relation to the purchase order and for checking for any visible defects. The Guarantor shall not be liable in case of installation of the Product with visible defects or the Product inconsistent with the Purchaser's purchase order.

4. Notice

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

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

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

4.4. You must follow the manufacturer's maintenance and installation instructions by the book. Don't get caught out by ignoring the small print because you'll often find this will invalidate your warranty.

4.5. Generally, laminate flooring warranties are only valid for the manufacturer's defects, which means that if you damage your floor during installation or maintenance and it becomes apparent that you did something against the manufacturer's guidelines, then you will not be covered.

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.

5. What the laminate flooring Limited warranty not covers:

5.1. Material damaged in transit to the place of installation.

5.2. Accidents or unnecessary abuse

5.3. Not following the manufacturer's installation instructions

- 5.4. Poor workmanship.
- 5.5. Not allowing the floor to acclimate for 48 hours before installation
- 5.6. Using nails to nail the floor down into the sub-floor
- 5.7. Not installing on an even, clean, dirt free or dry surface
- 5.8. Not using an underlay
- 5.9. Not using expansion spacers to allow the floor to expand or contract
- 5.10. Inappropriate removal or replacement of planks.
- 5.11. squeaking sound.
- 5.12. Soaked, Scratching, Buckling or Water damage.
- 5.13. Exposing the floor to extreme temperatures.
- 5.14. Improper maintenance and install error.
- 5.15. under mats color change or Oxidation color change.
- 5.16. Overuse of the glue less seam system.
- 5.17. Install over 8 meters but no separate flooring.
- 5.18. Some examples of breaching the manufacturer's laminate flooring maintenance guidelines can include the following:
- 5.19. Using bleach or abrasive cleaners.
- 5.20. Using steel wool or scouring pads.
- 5.21. Using wax or polish (remember, laminate floors are not real wood!)
- 5.22. For the laminate flooring warranty to be valid, it is vital that you strictly follow the manufacturer's guidelines.
- 5.23. When you begin the installation, take note of the space you're going to be installing and make sure the floor, along with the underlay you've chosen, is suitable for that room. Bathrooms are always a tricky one.
- 5.24. Sunlight damage and fading not cover.

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. 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 download the Customer service form, <https://floorco.co.nz/download/> And fill in all and email to info@floorco.co.nz.

8. What will do should you need warranty service:

8.1. 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.

8.2. 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.

8.3 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.