

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.

Rights

FLOORCO Fully acknowledges and upholds all consumer rights as outlined in the Consumer Guarantees Act 1993 (CGA). The full terms and conditions of our warranties are detailed in this booklet. Certain warranties provided herein are additional to the rights you are entitled to under general law, including the CGA, and do not affect your existing legal protections. Nothing in these terms is intended to exclude or contract out of the provisions of the CGA. Furthermore, no part of these warranties limits or restricts any other statutory rights or remedies available to you. Please note that when flooring products are purchased for business purposes, the CGA does not apply.

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 Areas	Commercial Areas
Krono 12mm	30 years	5 years
Binylpro	30 years	5 years
Krono 10mm	25 years	1 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

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.

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.

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 and does not exclude or limit any rights that consumers may have under the Consumer Guarantees Act 1993 (CGA). For business purchases the CGA does not apply and commercial warranties are limited as specified.

For products purchased for business purposes, the Consumer Guarantees Act 1993 does not apply. This warranty for commercial use is limited to 1-5 years depending on the product.

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 warranty is valid only in New Zealand and applies solely to the original retail purchaser. For commercial purposes, the warranty is non-transferable and applies only to the initial purchaser.

4.3. Laminate flooring is not a natural product and will expand and contract during seasonal and temperature changes. This warranty does not cover normal expansion or contraction, but your rights under the Consumer Guarantees Act 1993 are not affected.

4.4. Failure to follow the manufacturer's maintenance and installation instructions may void the warranty. However, this does not affect your statutory rights under New Zealand law.

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.

4.7. You have chosen a Spc flooring. This card provides information on the terms and conditions of warranty for the floorboard.

4.8. Warranties to be valid only after full payment of the purchase. This may include multiple purchases of a particular product for one house.

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.

Trading Centre 118 Carbine Road, Mt Wellington, Auckland

5.13. This warranty does not cover damage caused by environmental conditions such as moisture, direct sunlight, or temperature fluctuations. However, this does not affect your statutory rights under the Consumer Guarantees Act 1993.

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. This warranty does not cover surface or structural damage caused by water or moisture. However, when installed in wet areas (E3 classification) according to FLOORCO's installation guidelines for wet areas, the flooring is guaranteed to meet the impervious standard, preventing water from penetrating the underneath.

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 purchased for business purposes, the Consumer Guarantees Act 1993 does not apply. The warranty for commercial use is limited to 1-5 years



Trading Centre 118 Carbine Road, Mt Wellington, Auckland

depending on the product and covers only defects in materials and workmanship under normal commercial use conditions.

For products not designated for commercial areas use, including Stepcasa and 8mil, 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.

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.

10. Payment and Ownership

All products and services remain the property of FLOORCO TRADING LTD. until full payment is made. If the client fails to make a timely payment, FLOORCO reserves

the right to pursue additional costs and fees by the Fair Trading Act 1986.

For non-commercial client, any claims related to our goods or services can be addressed under the Consumer Guarantees Act (CGA). However, FLOORCO reserves the right to suspend any additional services, repairs, or replacements until full payment is received.