

Congratulations on your purchase

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

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

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.

2. The warranty only applies:

2.1 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.

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 by any guidelines provided by FLOORCO;

2.4 The warranty applies for residential use, the warranty period is 10 - 15 years, and for commercial use, the warranty is limited to 1 years depending on the product

Product Name	Residential areas	Commercial areas
Atwood Residential	10 years	-
Atwood commercial	15 years	1
WaterPro	10 years	-
NZCORE	10 years	1

3. The warranty does not cover:

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 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.

5. Commercial areas Warranty

SPC 5.7mm products (WaterPRO and atwood) are for residential use only and are not suitable for commercial environments.

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

For business purposes, the warranty is limited to 1 year and covers only defects in materials and workmanship. The Consumer Guarantees Act 1993 does not apply.

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.

6. What will do should you need warranty service:

6.1. 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.

6.2. 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.

6.3 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.

7. What will do should you need warranty service:

Trading Centre 118 Carbine Road, Mt Wellington, Auckland

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7.2. 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.

7.3 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.

8. 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.