

## Congratulations on your purchase

You have chosen a Veneer SPC 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 Veneer SPC flooring, that is a guaranty for flooring grade, milling, moisture content within factory standards. Warrant these veneer wood 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 Veneer SPC flooring and begins from the date of purchase. For residential use, the warranty period is 20 years, and for commercial use, the warranty is limited to 1 year.

Product Name	Residential	Commercial
WOODFACE	20 years	1 Years

2.2 The Guarantor confirms that its products meet the requirements of the technical standards for Veneer SPC 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. 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.

3.6. The Purchaser undertakes to follow the installation, care and maintenance instructions for Veneer SPC 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. Veneer SPC 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.

4.4. 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.

4.5. 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 4 hours can result in stains. This can create difficulties in cleaning the floor.

#### **5. What the Veneer SPC Limited warranty not covers:**

5.1. This warranty excludes coverage for scratches, indentations, or damage resulting from improper use, negligence, water exposure, insects, animals, or failure to use protective pads under rolling chairs or furniture.

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. Excessive or inadequate humidity in the area of use..

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 any and all warranties.

5.9. Natural wood flooring may change color over time due to sunlight and environmental factors. This is a normal characteristic of wood and is not considered a defect under this warranty..

5.10. Damage caused by excessive humidity or extreme temperature changes is not covered by this warranty.

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 Wood veneer 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 surface or structural damage caused by water or moisture. However, if installed in wet areas (E3 classification) following FLOORCO's guidelines, the flooring is guaranteed to be impervious to water penetration.

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 veneer SPC flooring, that's must be "professional flooring cover material." Professional means is that material must be no color and no fade material.

5.21. Do 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 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.

## **8. Reporting defects**

8.1. Complaints must be submitted in writing or by email within one month of discovering the defect. This warranty operates in addition to any rights provided under New Zealand law, 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.

## **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.