



LIMITED FLOORING WARRANTY:

30 YEAR LIMITED RESIDENTIAL WARRANTY

10 YEAR LIMITED COMMERCIAL WARRANTY

This warranty is subject to the procedures, recommendations, limitations, disclaimers and exclusions mentioned herein and in the general information, installation and warranty sections of this document.

AQUALOC products carry a limited residential and commercial warranty, when installed in a residential situation* (SEE NOTE AT BOTTOM OF WARRANTY), against manufacturer and workmanship defects when used under normal conditions and installed in accordance with Manufacturer's installation instructions to the original purchaser owner of the home, as long as they continually own the home for the period of the warranty. Consult your original packaging for the warranty time specific to the product you have purchased, including your original receipt of purchase and extra board. This warranty is not transferrable. The manufacturer's warranty and liability does not extend beyond the flooring planks or tiles and is limited to a maximum value of the original purchase price. Warranty is limited to repair or replacement of the planks or tiles at the sole option of the manufacturer. The warranty does not include labour and installation costs nor any secondary costs. Claim compensation (if approved and/or authorized) is limited to the specific area which is deemed to be valid under the claim.

This warranty does not cover and specifically excludes such damages as: indentations, scratches, dents, chips, pet damages and stains caused by normal wear and tear, sheen loss in high traffic areas, erosion from pebbles, stones, sand, all other abrasives, steam mopping, inadequate protection, insects, rot, mould, mildew, bacteria, lack of maintenance, weather conditions, fire, water, high moisture, excessive cold, natural disasters, excessive heat, heating and air conditioning systems, accident, improper installation or handling, cleaning

agents, negligence or other causes not attributed to manufacturing or workmanship defects. Failure to adhere to and follow all the instructions for installation and maintenance and incorrect or insufficient maintenance. Any modification to the product other than as outlined in the manufacturer's installation instructions will render the warranty null and void.

This warranty excludes noises of all types (creaks, squeaks etc.) emanating from the floor and/or subfloor.

This warranty excludes floors which have been installed in areas without adequate temperature control and/or when temperature has not been continuously maintained within required temperature level throughout the entire year as required herein.

This warranty excludes changes to gloss levels.

This warranty excludes claims due to differences in the color and texture from display models and literature, as well as differences in color and texture from board to board.

The warranty excludes claims due to lightening or darkening of the product from exposure to light, or to areas which have not darkened due to less exposure to light than surrounding areas.

This warranty explicitly excludes products sold "as is". The original purchaser is responsible for correct installation, maintenance and cleaning of the flooring in accordance with the included instructions.

This warranty specifically excludes damages to floors caused by heating systems: heating ducts, heat sources and heating system components of all types.

This warranty specifically excludes color variances from one production run to another. Prior to installation, verify the colors are an acceptable match. Color racking and working from a number of boxes ensures even distribution.

In the case of claims for commercial installations, please note the following should your floor carry a limited commercial warranty. If applicable, the limited

commercial warranty is only applicable to “light commercial” use and applications, which are defined as follows: low traffic areas in commercial offices, showrooms and retail spaces. In all cases, installed areas must not be subject to wet or abrasive debris or other conditions caused by wet or dirty footwear, these types of conditions will void the warranty. High traffic areas as defined previously herein are excluded from this warranty.

The warranty applies to the original owner/user that its products, when in its original manufactured condition, aside from previously mentioned information and exceptions, will be free from defects and dimensional inconsistency during the warranty period when installed and used under normal residential use in accordance with the terms, installation instructions, limitations and conditions herein. This warrants to the original user that the finish on its products will not wear through nor separate from the flooring during the warranty period when installed and used under normal residential use in accordance with the terms, installation instructions, limitations and conditions herein.

Our goods come with guarantees that cannot be excluded under the New Zealand Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

To file a warranty claim, contact the original retailer where the flooring was purchased.

***NOTE:** Rental units, leased properties and apartments are considered commercial properties under this warranty. The limited residential warranty does not apply to these types of properties and installations. If your product purchase also carries a limited commercial warranty, it is the limited commercial warranty that applies to rental units, leased properties and apartments per the condition, exclusions and terms specified herein.

Note that manufacturer/distributor/retailer reserves the right to visit or have its agent visit the premise where the product claim originates to inspect the product in dispute and to remove samples for verification and technical analysis. Failure to provide reasonable access to the installation area or to provide requested

information and/or documentation may result in denial of the claim.

All warranty claims must be made in writing through the original reseller and must include a complete copy of the original purchase receipt, installation documentation, as available. Other additional information that may be requested by the manufacturer/distributor/retailer regarding details included in this warranty.