

Warranty information and conditions

Warranties

Polyflor New Zealand residential vinyl flooring is guaranteed to give you peace of mind through the warranties that we offer. While all of our floors are manufactured to the highest standards, we offer a wide range of performance qualities. In short, the higher the grade of product, the better the performance. This is reflected in the warranty we offer: the type and duration of warranty depends on which floor covering you have purchased. If you are uncertain about which applies to your floor, consult your retailer.

The Durability Warranty

As undue or abnormal wear is often due to poor installation, we recommend that all our residential floor coverings are professionally installed. All floors can be damaged by abrasive grit and debris carried in from outside on footwear; prevent such wear by using doormats at all entrances (avoid using mats with rubber backs as these can cause discolouration).

The Durability Warranty guarantees the following:

- That the wear layer (the solid-vinyl top layer) of your vinyl floor will not wear through within the applicable warranty duration.
- That the floor covering's structure (which is made up of layers) will not noticeably de-laminate (come apart) within the applicable warranty duration.
- That the floor's surface is not spoiled by manufacturing defects such as printing errors, blemishes, cracks, blisters or foreign matter (these are normally noticeable before installation).

If a defect covered by the durability warranty is found within the warranty period and promptly reported to Polyflor New Zealand within a specified time from the date of purchase -

Polyflor New Zealand will supply the following:

- **Flooring material of similar colour, pattern, and quality.**
- **Uplift & relay charges. (terms & conditions apply).**

We trust this wear warranty will give you all the confidence you need to install your floor with complete peace of mind: so as not to mislead you we also make clear what is not covered by the warranty - see Warranty limitations on following page.

Warranty limitations

This warranty essentially guarantees that the floor will not wear out in normal domestic use, however other forms of physical damage are not covered; more specifically the warranty does not cover the following:

- Use of the floor covering in a commercial interior (e.g in a commercial office or shop).
- Use of the floor covering in an outside location.
- Defects arising from poor installation (this includes - damage arising from sub-floor irregularities, for example excessive unevenness, loose nails or other protrusions; visual surface defects caused by previous floor coverings that should have been removed or covered, ie ceramic or bitumastic tiles, floorboards, cushioned vinyl, or by failure in the underlayment; seams 'peaking' or opening due to use of incorrect adhesive or seaming method; edge-to-edge shade variation; discoloration arising from installation next to a source of excessive heat); visible trowel marks; discoloration caused by staining (this is staining caused by the sub floor which may have contained excessive moisture, residual old adhesive or other staining agent
- Cuts, tears, gouges, burns or other damage caused by stiletto/ sharp high heels, furniture/ appliances dragged across the floor, knives, pans, kitchen equipment & car keys
- Sharp or hot objects dropped on the floor ie hot pans, embers, fires, hot liquids
- Unprotected furniture feet
- Damage from pets & animals ie claws, nails, bite marks
- Damage caused by battery acid or other corrosives.
- Floors damaged by water from flooding, appliance leakage or fire prevention equipment.
- Edge to edge shade variations (colour equality) caused by non-reversal.
- Small differences in colour and or texture between the actual material or photographic images of the material
- Damage caused by intentional abuse of the flooring.
- Athletic equipment ie roller blade, rugby boots, cricket/ golf shoes
- Damage from excessive underfloor heating, steam mops
- UV fade- direct sunlight

For other legal conditions of this guarantee see below

Warranty Conditions

- This warranty does not extend to products sold or described as second-hand or grade 2 in quality, or as irregulars, off -goods, remnants, seconds, or any similar description, at time of sale, and excludes minor deviations from samples and printed illustrations.
- Damage arising out of installation, improper use and /or maintenance contrary to our current recommendations as explained above.
- The floor must be available for inspection if requested.
- We reserve the right of final judgement of any claim and may disallow claims in certain circumstances.
- Claims must be received within the stated duration of the relevant warranty period.
- Our manufacturer reserves the right to alter or withdraw the warranty at any time.
- All warranties described herein are non-transferable.
- All warranties described are as far as the law permits in lieu of and exclude all other conditions, warranties and terms whether expressed or implied in respect of the condition of the product, its merchantability or fitness for any particular purpose.
- The warranties described are in addition to and do not affect your statutory rights.
- Our manufacturer expressly excludes any liability for consequential losses or damages.

Should you require additional information please feel free to contact Polyflor New Zealand on 0800 765 935, website www.polyflor.co.nz, 2 Narek place, Manukau, Auckland, New Zealand.

Reference material

- New Zealand Floor covering standards NZS AS 1884-2013
- Best practices resilient floor coverings 2019
- Beauflor International group
- Polyflor New Zealand

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