



## Terms & Conditions

Flooring and flooring accessory purchases/orders from Flooring Xtra are considered 'Special Orders' due to it being ordered and/or cut specifically for your project.

Orders will incur a shipping/handling fee because of size, weight or special handling - this is required to make sure your order reaches your click and collect store safely.

Returns or exchanges on special orders will not be accepted unless the goods supplied do not meet our obligations under the Consumer Guarantees Act.

Prior to purchasing, please make sure you're confident with your product selection, ensuring it's fit for purpose and you're happy with your colour choice(s). We recommend that you order a sample or view a sample instore to make sure that you are happy with your selection before placing your order.

Please ensure that you have ordered the correct amount of flooring and underlay that you require, any additions, or amendments will be subject to the minimum delivery charge due to freight costs once the order has been processed.

The customer is solely responsible for ensuring accuracy of quantities are correct as ordering additional product for your project will be considered a new order and incur freight and handling fees.

If you change your mind, we will be unable to cancel/return/refund your order due to the nature of the product being a 'Special Order'. Returns of unused packs, both open and closed will not be accepted.

Orders will be processed same day if received before 1pm Monday - Friday, excluding holidays. As a guide, delivery timeframes for your order to reach your click and collect store are as follows:

- Upper North Island 2-3 working days
- Lower North Island 3-4 working days
- South Island 4-5 working days

Collection of your order needs to be made from the selected 'Click and Collect' store within five working days of its arrival. You will receive an email notification with the tracking reference so that you can follow its delivery.

Your 'Click and Collect' store will notify you when your delivery has arrived and they will organise a time for you to collect the delivery. The store will need to ensure that there is a store person available at the time for collection. If you do not collect your order within 5 working days then the returns process will be initiated. Returns due to non-collection will incur all freight, restocking and handling fees.

Collection of your order is your care and responsibility. You must ensure that you have suitable transportation available for your order, remembering that flooring is a large, heavy and bulky item. Please be prepared to lift this into your vehicle/trailer. Upon collection of your goods, you will sign having received these into your care.

Flooring Xtra does not warrant the installation of the products. We recommend that you or the person installing the flooring follows the manufacturer's instructions and Flooring Installation Code (NZS AS 1884:2013) to ensure that your flooring is installed correctly. Incorrectly installed flooring voids the manufacturer's warranty. Please revert to the correct installation instructions.

Where the fault appears to lie within the product rather than incorrect preparation and installation, Flooring Xtra will fulfil its obligations under the Consumer Guarantees Act, which often starts with raising a claim for assessment with the manufacturer who is the warrantor of the product.

If you have any claims or concerns, these need to be sent to [websales@flooringxtra.co.nz](mailto:websales@flooringxtra.co.nz). The store in which you have chosen to 'Click and Collect' from cannot assist with returns, exchanges, cancellations or claims.