

## 1 Residential Wear Warranty

All Pergo Gotland Timber Flooring is sold with a 33 Year Residential Wear Warranty, effective from the date of purchase.

## 2 What does this Warranty Cover

This warranty covers wear through of the surface coating of the floor to bare timber in an area greater than 5% of the total floor area installed of a residential installation within 33 years.

Pergo Wood Parquet Flooring Installation Instructions must be followed closely when installing your Pergo floor and Pergo Wood Parquet Flooring Care & Maintenance Guidelines should be followed at all times after your flooring is installed. Strict adherence to installation and maintenance recommendations is essential to ensure both that your Pergo floor performs as intended and that any warranty offered remains valid. Pergo Wood Parquet Flooring Installation Instructions and Timber Flooring Care & Maintenance Guidelines can be obtained by contacting your Pergo Retailer at any time or can be found online at [www.floorscape.co.nz](http://www.floorscape.co.nz).

## 3 What these warranties do not cover

- Wear or any form of damage caused by water, liquids or excessive humidity.
- Water damage to the floor as a direct result of flood / deluge or appliance failure, or improper installation or maintenance.
- Scratches, chips or indentations to the surface of the floor or any other damage caused by mechanical means, misuse or abuse. Damage, intentional or accidental, caused by stiletto heels, dragged objects, heavy furniture, sand, stones, castor wheels, dropped items etc are also excluded, as are surface marks and permanent stains. Variations from plank to plank in either colour, grain or gloss level.
- Wear that may be associated with improper installation or improper maintenance.
- Labour charges are not covered for any installation that has not been professionally installed by a suitably qualified floor installer in the first instance. This applies to DIY installations. In the instance of professionally installed floors, reasonable labour charges to repair or replace flooring, at the sole discretion of an authorised Pergo agent, are covered under warranty in the event of an approved claim under this warranty.
- Any costs associated with any rectification work required other than the supply of new flooring (and scotia beading if necessary) should a warranty claim be acknowledged. Re-painting, removal of fixtures or furniture, accommodation and any other similar cost is specifically excluded from this warranty.
- Boards that are visibly faulty or could have reasonably been deemed visually or structurally inappropriate prior to installation should not be installed and are therefore also not covered by this or, to the extent allowed by law, any other warranty.

## 4 Who is covered?

The original purchaser is covered. In the case that a builder or developer purchases the flooring, the occupant of the residential home 6 months after purchase date of the flooring will be entitled to cover under this warranty, effective from the date of the initial purchase. In all other instances, this warranty is not transferrable.

## 5 How to evoke a claim?

To evoke this warranty claims must be lodged by contacting the retailer from where the flooring was purchased in writing within 30 days of the problem being noticed. Proof of purchase will most often be required when contact with the retailer is made. The retailer will then contact the authorised Pergo Distributor to arrange an inspection of the flooring installed, shortly after which a determination will be made regarding the warranty claim. Only duly authorised representatives of the manufacturer / distributor can authorise a claim. If a claim is authorised, remedies will be tailored to suit individual circumstances.

Remedies can vary depending on the condition of the floor and warrantable area from full floor replacement to the repair of individual boards. The remedy on each claim will be at the sole discretion of the authorised Pergo Distributor. Should board replacement be necessary, new boards from the current batch will be supplied to replace or repair boards. This warranty is in addition to, and has no impact on, statutory rights of any purchaser.

## 6 New Zealand Consumer Guarantees Act

The warranties listed in this document are in addition to any rights you have under the Consumer Guarantees Act 1993. Nothing contained in these warranties exclude, restrict, modify or affect the application of and condition, guarantee, right or remedy provided by New Zealand Consumer Laws.

## 7 Acceptable Quality

Pergo Wood Parquet Flooring is fit for use in internal environments / installations and should not be used externally or in areas exposed to excessive swings in temperature, humidity or climatic conditions.

Pergo Wood Parquet Flooring should be installed in a “timber flooring friendly environment” in which the area is occupied, protected from direct heat and sunlight and where heating and cooling systems are in place and used to control the internal temperatures and humidity.

Careful attention should be paid to relevant installation instructions and care and maintenance guidelines as failure to adhere to recommendations may result in flooring failure.

## 8 Major Failure

Pergo Wood Parquet Flooring, like all timber flooring will scratch, mark and dent when items are dragged across them or dropped onto them. In addition, some gloss variation between boards installed may occur.

Pergo is made using natural timber raw materials and colour and grain variation between samples and finished flooring is inevitable, as is natural variation from board to board in colour, grain and natural features (knots, medullary rays etc).

Timber is also susceptible to seasonal movement, creating small gaps between the joins of each board. Note that small gaps, gloss variation, scratches and chips are NOT considered as major failure. They are considered part of purchasing a timber floor. These definitions are not intended to reduce or diminish the statutory rights of any purchaser.

As these warranties for Pergo Wood Parquet Flooring deal only with the manufactured goods, installation warranties should be sought from the installation company or individual completing the installation.

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