

Highland

20 Year Residential Wear Warranty

All Xpert Pro Laminate flooring is sold with a 20 Year Residential Wear Warranty from the date of purchase. Commercial area warranties are available on request.

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 12 months after purchase of the flooring will be entitled to cover under this warranty, effective from the date of the initial purchase.

What is covered?

This warranty covers wear through of the surface of the floor (show through of the HDF core) in a single area greater than 4cm² within 20 years. Xpert Pro Laminate Flooring Installation Instructions must be followed closely when installing Xpert Pro Highland Laminate and Laminate Flooring Care & Maintenance Guidelines should be followed at all times after your flooring is installed. Installation instructions can be found inside every third pack of Xpert Pro Highland Laminate Flooring and Care & Maintenance Guidelines can be obtained by contacting your Xpert Pro Retailer (place of purchase) at any time or are readily available at www.floorscape.co.nz

What is not covered?

- Wear that may be directly associated with water or liquid damage from any source, moisture ingress from any source into the core, fractures in the surface or indentations.
- Wear that may be associated with improper installation or improper maintenance.
- Damage, intentional or accidental, caused by water, abuse, misuse, stiletto heels, dragged objects, heavy furniture, sand, stones, castor wheels, dropped items etc.
- Scratches or surface marks / stains.
- Labour charges associated with any rectification work. In some cases, reasonable labour costs may be considered, at the sole discretion of the distributor's authorised representative.
- Any costs associated with any rectification work required other than the supply of new flooring and scotia beading if necessary. Re-painting, removal of fixtures or furniture, accommodation and any other cost is specifically excluded from this warranty.
- Of course, boards that are visibly faulty or deemed visually or structurally inappropriate or damaged 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.

How to evoke a claim?

To evoke a claim under this warranty, communication with the retailer that the flooring was purchased from must be made. Proof of purchase will be required when contact with the retailer is made. The retailer will then contact Floorscape Ltd or an authorised third party 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, at the sole discretion of Floorscape Ltd, 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 Floorscape Ltd. 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. Claims must be lodged by contacting the retailer from where the flooring was purchased within 15 days of the problem being noticed.