

ENGINEERED FLOORING 10 YEAR RESIDENTIAL LIMITED WARRANTY

PRE- INSTALLATION WARRANTY:

As per our Terms and conditions: -

3.1 The Company will replace Goods or refund the price where it breaches the warranty in clause 3.2, subject to the condition in clause 3.4. The Company shall have no further liability to the Customer for consequential loss or otherwise.

3.2 The Company warrants that where it supplies timber for flooring it will supply Goods that:

- (a) Match the species of timber ordered;
- (b) Are of the dimensions ordered;
- (c) Fit together;
- (d) Are free from manufacturing defects i.e. not out of grade, not damaged;
- (e) Have an average moisture content at time of delivery of 8 – 12%.

3.4 All the items in Clause 3.2 a, b, c, d, e must be checked on site by the customer or their installer

prior to installation proceeding. If the installation proceeds, the Company will have no further liability

in relation to the issues warranted in Clause 3.2.

10 YEAR STRUCTURAL WARRANTY

Creative Flooring warrants its pre-finished hardwood flooring against any manufacturing defects by improper milling, assembly or grading.

10-year residential structural warranty means that Creative Flooring engineered hardwood flooring products will remain free from delamination (separation between plies) in normal environmental conditions for 10 Years from date of installation.

To ensure best performance of your engineered flooring, accepted industry standards for normal environmental conditions are that heating, and ventilation systems shall be designed to maintain interior relative humidity level between 40% - 60% RH all year round.

Damage due to transportation, storage, installation, extreme indoor conditions, extreme sunlight exposure or any other cause is not covered. Exposure to excessive heat, dryness or moisture may cause damage to engineered hardwood flooring. It is natural that some minor contraction and expansion may occur due to the woods inherent properties. These occurrences will self correct with seasonal climate change and/or when suggested normal environmental conditions are maintained. Over time natural colour change may also occur on hardwood flooring, which is not considered a defect.

10 YEAR RESIDENTIAL FINISH WARRANTY

Creative Flooring warrants to the original purchaser, that the factory applied surface will not wear through or separate from the wood in the original installation site for a period of 10 years from the date of purchase, when used under normal residential traffic conditions and has been maintained in accordance with the manufacturers maintenance instructions applicable to the surface finish of the flooring supplied.

Creative Flooring engineered flooring finish warranty excludes any indentations, scratches or surface damage caused by lack of proper maintenance, unprotected furniture legs, misuse, improper modification, negligence, accidents, erosion, spike heeled shoes, sand, grit, other abrasives, water spill, wet mopping, insufficient prevention/protection and any normal deterioration due to wear and/or exposure such as fading due to sunlight exposure.

Surface wear is defined as readily visible wear on at least 10% of the surface area. Gloss reduction is not considered as surface wear. The application of incorrect floor care products may damage the flooring and void the warranty

Creative Flooring liability under this structural and finish warranty is limited to the supply of replacement flooring only. Creative Flooring does not accept liability for the costs of other related materials, removal or installation.

These warranties apply only on the condition that regular and preventative maintenance of the flooring have been carried out, and applies to the original purchaser and installation site, and is not transferable.

Voiding of Structural and Finish warranty

The following will void warranty:

- * Improper installation or method of installation, irregularities or movement in sub floor.
- * Improper care and maintenance, wet mopping, cleaning agents or methods
- * Installation of floors over electric pad underfloor heating systems.
- * Improper use of radiant underfloor heating systems.
- * Not maintaining a proper environment level of 40%-60% RH.
- * Exposing the floor to high levels of sunlight, heat, moisture or dryness.
- * Plumbing leaks or natural disasters.
- * Damage caused by pets, furniture/appliances.
- * Flooring installed over high moisture content sub floors, or without adequate moisture barriers.

To obtain warranty service: -

The purchaser shall contact Creative Flooring in writing, within 7 (seven) days after defect is discovered. Original proof of purchase, bill of sale or other original documentation must be retained and presented when making any claim.

Contact details: - Creative Flooring, P.O. Box 334032, Sunnynook, 0743, 115a Diana Drive, Glenfield 0627. Auckland Ph 09 440 9625 Fax 09 440 9635