



10yr Timber Plank Warranty

Project Floors (NZ) Ltd warrants our market leading Timber products to be free from material and manufacturing defects.*

Project Floors (NZ) Ltd further warrants that the product will not require replacement due to normal wear and tear within the stated period.

* Warranty limited to conditions as stated below

www.projectfloors.co.nz

INVOICE NUMBER:

PRODUCT:

CUSTOMER NAME:

ADDRESS:

DATE OF INSTALLATION:

RETAILER:

INSTALLER:

ISSUED FOR AND ON BEHALF OF PROJECT FLOORS (NZ) LTD

SIGNED (DIRECTOR)

CONDITIONS:

The Warranty is on the condition that the sub-floor area is prepared to meet building standard under AS/NZS 1884 and the product is installed in accordance with Project Floors Standard AS/NZS 1884 "RESILIENT TILES and SHEET LAYING and MAINTENANCE PRACTICES", all current at the time of installation, and is maintained in accordance with the supplied Project Floors Maintenance Programme.

Project Floors (NZ) Ltd will not be held responsible for product failure arising from circumstances beyond its control such as structural movement, excessive moisture, vapour or alkali in a concrete sub-floor, abuse, accidents, the effect of chemical or aggressive solvents, the incorrect use of cleaning agents or incorrect maintenance procedures.

Project Floors (NZ) Ltd will not be held responsible if the product used has not been correctly specified for the use of room or rooms in which it was installed

Project Floors (NZ) Limited - 55a Barrys Point Road, Takapuna, Auckland 0622, New Zealand

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Timber PLANK TERMS & CONDITIONS

We believe that you deserve peace of mind and honesty when it comes to warranties. Project Floors warranties and products have been developed to meet your needs and give you confidence in your purchase. Plus with over 20 years proven experience in New Zealand, you can rely on us to stand by our word. Timber planks are a substantial investment, so it's important you understand exactly what your warranty covers. If you have any queries regarding our product warranties, make sure you contact us at salesoffice@projectfloors.co.nz

All warranties apply to the original purchaser only and installation site(s) and are not transferable.

Purchaser's Responsibilities:

- Keep proof of your Timber plank purchase from your retailer together with proof of the installation date.
- Ensure the Timber planks are installed by a Floor NZ registered flooring installation contractor. Please also ensure the installer consults with Project Floors to ensure the Timber planks are installed to the recommended guidelines and with the recommended products, e.g. adhesive.
- Timber plank must be purchased from an Project Floors approved dealer.

Manufacturing Defects

Project Floors warrants this Timber plank against manufacturing defects for up to 10 years provided:

- The Timber plank was purchased from an Project Floors approved retailer and installed by a Floor NZ registered flooring installation contractor who has consulted with Project Floors to ensure the Timber plank is installed to the recommended guidelines and with the recommended products, e.g. adhesive.
- The Timber plank is first grade quality. (Not seconds or clearance/special).
- The Timber plank has been properly maintained in accordance with our Cleaning & Maintenance Guidelines at all times. These guidelines are available on www.projectfloors.co.nz

Should a manufacturing defect be found, Project Floors will cover the cost of repairing or replacing the Timber plank in the affected area. The replacement Timber plank will be of comparable quality and to the nearest available colour from a current range, or alternatively Project Floors will compensate you for the actual replacement cost of the Timber plank in the affected room or area. Manufacturing defects are defined as any mechanical flaw that occurs during the production of the Timber plank.

Wear

Project Floors warrants that from the date of the original Installation, when installed and maintained as recommended by Project Floors, the Timber plank will retain at least 90% of its original surface for up to 10 years.

Warranty Replacement Value (based On Replacement)

Like any asset, the value of your Timber plank also depreciates over time and with wear. This warranty is pro-rated over a certain number of years, and will terminate after the relevant warranted number of years from the date of original purchase, as below:

1-3 years	100% (full replacement)
4-9 years	60%
10-12 years	30%
13-10 years	10%

Exclusions

- Damage due to the subfloor not being prepared correctly or contaminated with fat, oil, grease, chemicals or moisture.
- Exposure to direct sunlight for prolonged periods shall not be covered under warranty. Such exposure can result in discoloration and excessive temperatures can cause tile/plank expansion
- Defects caused by incorrect installation or labour costs on any non-professionally installed Timber
- Labour costs to repair or replace Timber with visible faults or flaws that were apparent before installation.
- Damage due to the use of an adhesive not recommended by Project Floors Ltd.
- Any accidental damage such as fire, flood or lack of barrier matting at any external entrance and the like.
- Any claim resulting from a manufacturing defect, which is not notified to the Company within six (6) months of installation.
- Damage caused due to improper use or improper maintenance.
- Damage caused by stains, spillages, indentations, excessive heat, cuts, tears, scratches, flooding, pets, accidents, abuse or any natural disaster and/or other abuses that the floor may be subjected to during usage not determined as fair wear and tear. As well as any reduction in the surface gloss due to normal use.
- Damage from athletic equipment, e.g. roller skates, ski boots, golf shoes, rugby boots, etc. or from general roller traffic.
- Damage due to lack of protection under chair legs or roller castor chairs.
- Indentation damage caused by from heavy loading, stiletto heels, excessive surface scratching, and other objects falling on to the floor.
- Damage caused by moving heavy appliances or heavy furniture without adequate protection for the floor.
- Damage caused by the application of improper cleaning or topical agents and methods after the Timber has been installed or from poor maintenance.
- Damage caused by the use steam mops.
- Damage caused by under floor heating.
- Damage caused by excessive wetting or the persistence of moisture.
- Damage due the use of the floor in an outside or external location.
- Discolouration or stains caused by rugs, rubber or latex products (plasticiser migration).
- Minor colour, shade and/or texture variations from samples or brochures provided.
- Any non-residential, commercial applications or tenanted premises in which the Timber has been installed.
- Fading and discoloration.
- High temperature areas where the mandatory use of a high-temperature 2-part adhesive was not used as defined in the Company's Timber plank installation instructions.
- Exposure to direct sunlight for prolonged period shall not be covered under warranty. Such exposure can result in discoloration and excessive temperatures could result in Timber plank/ tiles expansion.
- Exceptional traffic and/or high temperature areas where the mandatory use of a pressure sensitive or high-temperature 2-part adhesive was not used as defined in the Company's Timber plank installation instructions.

What To Do If You Have A Problem With Your Timber Planks

All claims must be submitted to the retailer from which you bought the product. The retailer will liaise with the Company on your behalf. If the retailer is no longer in business then you should make your claim directly to the Company in writing, to: Project Floors (NZ) Ltd, 55a Barrys Point Road, Takapuna, Auckland 0622.

- Claims must be made as soon as they become apparent.
- The Company will require information on the claim, including a copy of the invoice, product detail, installation and subfloor information, samples removed from the installation, photographs and a report of the defect.
- Once a claim is raised the Company will carry out an investigation and satisfying themselves that the problem is their responsibility, will replace any defective material at no charge with the same or similar product. If requested you must send these materials to the Company at your cost.
- The Company will also reimburse a proportionate cost towards labour, uplift and re-installation, providing costs are agreed between the parties before work commences. What To Do If You Have A Problem With Your Timber Plank.

If you are not satisfied with the performance of your Timber plank from Project Floors, you must notify the retailer who sold and installed your Timber plank. A representative from Project Floors may also need to make an inspection of the Timber plank and if necessary take a sample and submit for testing. If viewing or testing confirms that the cause of the defective performance of the Timber plank is covered under the terms and conditions of the relevant warranty, then Project Floors will replace the warranted Timber plank in the affected room or area at its expense, including installation costs up to the percentage warranty replacement value as set-out above. The replacement Timber plank will be of comparable quality and to the nearest available colour or dye batch from a current range, or alternatively Project Floors may at its sole discretion offer to compensate you for a percentage of the actual replacement cost of the Timber plank in the affected room or area. Replacement will include the cost of installation, materials and freight, but will not include other costs to rectify, e.g. alternative accommodation, removing equipment and furniture, furnishings, partitions and the like or loss of profits. Your consumer rights remain in effect in addition to these warranties.