

Urban Collection – 15-Year LVT Warranty

Welcome to the Urban Collection 15-Year LVT warranty—designed to provide you with peace of mind and clarity about coverage. Flooring is a significant investment, so understanding the details of this warranty is essential. If you have any questions, please contact info@urbancollection.co.nz.

General Conditions

- Refined Warranty applies to indoor use in residential (Class 23), heavy commercial (Class 31), and moderate industrial (Class 42) applications.
- This warranty is non-transferable and applies only to the original purchaser, and installation location. For builders or developers, the warranty extends to the first homeowner within 12 months of purchase.
- The product must be installed according to AS/NZS 1884 standards by a qualified installer. Improper installation or maintenance will void the warranty.
- Urban Collection recommends using entry mats and regularly cleaning them to prevent abrasive debris from damaging the floors.

Your Responsibilities

- Retain proof of purchase and installation date.
- Ensure installation by a qualified professional according to New Zealand standards.
- Consult with Urban Collection for approved installation methods and adhesives.
- Maintain flooring according to Urban Collection's care guidelines.

Wear Warranty

Urban Collection guarantees that the wear layer on Refined LVT will not wear through under normal use for:

- Residential: 15 years
- Commercial: 10 years

Manufacturing Defects Warranty

Urban Collection offers a 5-year warranty against manufacturing defects from the date of purchase. Defects include:

- Printing errors, stripes, folds, or irregularities in the backing that appear on the surface.

Note: Slight colour variations may occur naturally during production.

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This warranty does not cover:

- Damage from improper subfloor preparation or contamination (e.g., fats, oils, grease, chemicals, moisture).
- Damage due to incorrect installation or labour costs for non-professionally installed LVT.
- Labor costs for replacing defective LVT that was visibly faulty before installation.
- Use of adhesives not recommended by Urban Collection.
- Damage from soiling, staining, indentation, tears, cuts, pet scratches, burns, flooding, or natural disasters.
- Damage from improper cleaning methods or unauthorized topical agents.
- Athletic equipment (e.g., roller skates, ski boots, golf shoes, rugby boots) or general roller traffic.
- Lack of floor protection under chair legs or roller-castor chairs.
- Indentation caused by heavy loads, stiletto heels, excessive surface scratching, or dropped objects.
- Moving appliances or heavy furniture without protecting the floor.
- Installation or subfloor moisture issues.
- Products sold as seconds-quality or discontinued lines.
- Use of steam mops.
- Natural variations in colour or texture compared to samples.
- Discoloration or stains caused by UV sunlight, rubber-backed mats, solvents, or polishes.

Warranty Value

Like any asset, flooring depreciates over time. The pro-rated warranty provides the following coverage:

Residential

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- Years 1–3: 100%
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- Years 4–7: 60%
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- Years 8–11: 25%
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- Years 12–15: 10%
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Commercial

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- Years 1–3: 100%
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- Years 4–6: 50%
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- Years 7–8: 25%
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- Years 9–10: 10%
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Warranty Claims

If you are not satisfied with the performance of your LVT from Urban Collection, please reach out to the retailer from who you purchased and had the LVT installed. Depending on the nature of your complaint, the flooring retailer will arrange for an onsite inspection to assess the issue. Should a manufacturing defect be found, Urban Collection will cover the cost of repairing or replacing the LVT in the affected area. The replacement LVT will be of comparable quality and to the nearest available colour from a current range, or Urban Collection will compensate you for the actual replacement cost of the LVT in the affected area. This warranty does not cover costs associated with making the claim itself, cleaning, repainting, expert consultation, moving furniture/equipment, alternative accommodation during works or product disposal fees. Any replacement product is warranted only for the remaining period of the original warranty term. The claimant must provide proof of purchase when submitting a warranty claim. This warranty is only valid for products that have been paid for in full.

This warranty does not override any consumer rights under the Consumer Guarantees Act (CGA) New Zealand 1993.