

## RESIDENTIAL WARRANTY CONDITIONS PERGO® LAMINATE FLOORING

|         | RESIDENTIAL            | WET WARRANTY   | CLICK SYSTEM           | PET WARRANTY | COMMERCIAL   |
|---------|------------------------|----------------|------------------------|--------------|--------------|
| Odense  | Lifetime<br>(33 years) | 15 years – 72h | Lifetime<br>(33 years) | 15 years     | upon request |
| Visby   |                        | 10 years – 24h |                        | N/A          |              |
| Drammen |                        |                |                        |              |              |

### RESIDENTIAL WEAR WARRANTY

Effective 1st July 2023, all Pergo Laminate Odense, Visby and Drammen flooring is sold with a Lifetime Residential Wear Warranty, effective from the date of purchase.

### WHAT THE RESIDENTIAL WEAR WARRANTY COVERS

This warranty covers wear through of the surface to the HDF core, in any single area greater than 1cm<sup>2</sup> within the floors lifetime (33-years). Pergo Laminate Flooring Installation Instructions must be followed closely when installing your Pergo Floor and Pergo Laminate Flooring Care & Maintenance Guidelines should be followed at all times after your flooring is installed. Installation instructions and Care & Maintenance Guidelines can be obtained by contacting your Pergo Retailer (place of purchase) at any time.

### WET WARRANTY

Pergo Laminate Odense and Visby flooring is sold with a 15 Year Wet Warranty from the date of purchase. Pergo Laminate Drammen flooring is sold with a 10 Year Wet Warranty from the date of purchase.

### WHAT THE WET WARRANTY COVERS

This warranty covers damage to the surface of your Pergo Laminate flooring caused by water. The only exclusions to this warranty occur in the event of appliance failure or full flood / deluge of the floor. Again, both Pergo Installation Instructions and Care & Maintenance Guidelines must be followed.

### ALL PET WARRANTY

Pergo Laminate Visby and Odense ranges are sold with an All Pet Warranty, covering damage to the surface of the laminate flooring caused by household pets (dogs, cats, rabbits, guinea pigs, birds, reptiles) for a period of 15 years from the date of purchase. Pergo warrants these laminate ranges against surface staining from urine, feces or vomit provided these accidents are cleaned immediately upon discovery. Be aware that with prolonged exposure urine, faeces and vomit may leach into the joining system causing the floor to swell. Damage caused by prolonged exposure to urine, faeces and vomit is not covered by this warranty. The All Pet Warranty covers material replacement of boards and will not include labour or other charges associated with replacement of damaged boards. Pergo warrants these laminate ranges against surface damage by urine, faeces, vomit or scratching from any household pet for a period of 15 years from the date of purchase.

### WHAT THESE WARRANTIES DO NOT COVER

- 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.
- 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 includes DIY installations. In the instance of professionally installed floors, reasonable labour charges to repair or replace flooring, at the sole discretion of an authorized Floorscape Ltd Representative, are covered under 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.
- Of course, 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



ORIGINAL LAMINATE

## 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.

## 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 within 30 days of noticing the problem. 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 Floorscape Limited in New Zealand. 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 30 days of the problem being noticed.

## 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.

## ACCEPTABLE QUALITY

Pergo Laminate Flooring is fit for use in internal environments / installations and should not be used externally. Furthermore, Pergo Laminate Flooring should not be directly glued /adhered or pinned to a subfloor and must be installed as a floating floor. Pergo Laminate Flooring should be installed in a "laminate 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.

## MAJOR FAILURE

Pergo Laminate Flooring is resistant to chips, scratches, stains and wear but not "proof" in any respect (i.e. scratch proof) and reasonable care should be taken to avoid scratching, chips & damage from occurring. In addition, some gloss variation between boards installed may occur. Pergo is made using High Density Fibreboard in the core of the product and this wood based material can be 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 laminate floor. These definitions are not intended to reduce or diminish the statutory rights of any purchaser. As these warranties for Pergo Laminate Flooring deal only with the manufactured goods, installation warranties should be sought from the installation company or individual completing the installation.

## FURTHER INFORMATION

Further information on any aspect of this Warranty can be obtained from [www.floorscape.co.nz](http://www.floorscape.co.nz)