

Power Dekor Laminate Flooring 30 years Limited Warranty

Power Dekor Ltd ensures that this product carries a limited 30-year structural residential warranty, 5 year light commercial warranty from the date of purchase.

The warranties listed below are besides 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.

- This warranty is subject to the procedures, recommendations, limitations, disclaimers and exclusions mentioned herein and in the general information, installation limitations and warranty sections of this document. Laminate flooring products carry a limited residential and limited light commercial warranty against manufacturer and workmanship defects when used under normal conditions and installed in accordance with Power Dekor Laminate Flooring Installation Instructions and maintained under Power Dekor Laminate Flooring Maintenance Instructions to the original Owner/Purchaser/ Installer of the product, as long as they continuously own the home or commercial location where the product is installed for the period of the warranty. **Note that** you must retain an original label of the product purchased which denotes your warranty duration, as well as the original receipt of purchase.
- This warranty is not transferable. Power Dekor Laminate Flooring warranty and liability does not extend beyond the Laminate flooring strips and is limited to a maximum value of the original purchase price of the Laminate flooring.
- Warranty is limited to repair or replacement of the Laminate strips at the sole option of the Power Dekor Ltd. The warranty does not include labor and installation costs. Claim compensation, if approved and/or authorized is limited to the specific area which the Power Dekor Ltd deems to be valid under the claim.

Product warranty use and limitation definitions are:

- Residential warranty is limited to dweller owned and occupied single family homes that are owned during the warranty period.



- Light commercial warranty is limited to locations that are owned by the purchaser during the warranty period.
- Light commercial locations are defined as follows: low-traffic boutique type retail outlets, professional and commercial offices, waiting rooms, retirement residences and similar areas.
- Rented residential homes, apartments and other types of residential rental units are considered light commercial areas.
- Usage limitations are further defined herein.

This warranty does not cover and specifically excludes such damages as:

- Indentations, scratches, dents, pet damages and stains caused by normal wear and tear, sheen loss in high traffic areas, erosion, pebbles, stones, sand, all other abrasives, inadequate protection, mold, mildew, bacteria, lack of maintenance, weather conditions, fire, water, natural disasters, excessive heat, heating and air-conditioning systems, accident, improper installation or handling, cleaning, negligence or other causes not attributed to manufacturing or workmanship defects or failure to adhere to and follow all the instructions for installation and maintenance and incorrect or insufficient maintenance.
- Any modification to the product other than as outlined in the manufacturer's installation instructions will render the warranty null and void.
- This warranty excludes floor damaged by receiving a lot of direct sunlight with no curtain or blinds closed at hot peak hours, as there can be issues with dimensional stability.
- This warranty excludes variances in, loss of sheen and changes to gloss levels.
- This warranty excludes reasonable noises of all types (creaks, squeaks etc..) emanating from the floor and/or subfloor.
- This warranty excludes floors which have been installed in areas without adequate temperature control and/or when temperature has not been maintained within 18°C-30°C) throughout the entire year.
- Expansion of the floor caused by direct sunlight and/or excessive temperatures is not considered a defect under this warranty.
- Power Dekor 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. Power Dekor Laminate Flooring is made using High Density Fibreboard in the core of the product and that this wood based material can be susceptible to seasonal movement, creating small gaps between the joints of each board. Note that small gaps, 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.
- This warranty excludes claims due to differences in the color and character from display models, physical samples, website/literature/advertising images, as well as differences in color and character from plank



to plank, except as noted herein.

- The warranty excludes claims due to natural changes in color from exposure to direct sunlight, or to areas which have not changed in color due to less exposure to direct sunlight than surrounding areas.
- This warranty explicitly excludes products sold “as is”.
- Color & manufacturing flaws up to 5% are not considered as manufacturer’s defects under this warranty.
- Damages to the floor caused by chairs with castors of any type are specifically excluded from this warranty.
- Damages to the floor caused by appliances and other types of large or heavy objects are specifically excluded from this warranty.
- The original Owner/Purchaser/Installer is responsible for correct installation, maintenance, and cleaning of the Laminate flooring in accordance with the included instructions.
- This warranty specifically excludes claims for damages attributed to in-floor (radiant) heating systems, or damages caused by heat released by or escaping from heating ducts, sunlight, heating vents or electric baseboards and hot water heating system registers and in all cases where temperatures have exceeded 27°C.
- The Power Dekor Ltd warrants to the original user that the wear-layer on this product will not wear through nor separate from the flooring during the warranty period when installed and used under normal residential use in accordance with the terms, installation instructions, limitations, and conditions herein.
- Should your Laminate floor fail to live up to the provisions of this warranty, the Power Dekor Ltd, at its sole option, to the original purchaser/homeowner, will repair or replace the area it deems to qualify under the warranty claim at no cost to the original purchaser/homeowner with the same or similar product. If the repair or replacement by a same or similar product cannot provide a reasonable and satisfactory claim resolution, the Manufacturer/Distributor, at its sole option may elect to provide to the original purchaser/homeowner a refund of the original price of the materials for the affected area only. This warranty is the entire and sole statement of warranty for the product and replaces all previous warranties, written, spoken, implied or otherwise. To file a warranty claim, first contact the original dealer where the Laminate floor was purchased. Distributor reserves the right to visit or have its agent visit the premise where the product claim originates to inspect the product in dispute and to remove samples for verification and technical analysis. Failure to provide reasonable access to the installation area or to provide requested information and/or documentation may result in denial of the claim.
- Any costs associated with any rectification work required other than the supply of new flooring, 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.
- Planks 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.

- This warranty excludes damage in the subfloor or underneath the flooring due to water, moisture, mildew, and including but not limited to hydrostatic pressure.
- All warranty claims must be made through the dealer that you purchased your floor from. All claims must include a complete copy of the original purchase receipt, installation documentation and information, site photographs and other information that may be requested by your dealer, the distributor and/or the manufacturer.