

General Warranty Conditions

For these warranties to apply, Belgotex New Zealand Limited (Belgotex NZ) Finfloor laminate flooring must be installed according to the manufacturer's installation instructions published on the Belgotex NZ website. Your Finfloor laminate flooring must also be maintained, as published on the Belgotex NZ website. These warranties are extended to the original purchaser only and are not transferable. Claims must be submitted to the original place of purchase and proof of purchase must be supplied for any claims, with installation dates.

Finfloor laminate flooring is only intended for normal internal use in an occupied laminate-friendly environment. Window treatments to protect your floor are recommended in positions where intense direct sunlight could adversely affect your floor.

Residential Warranty

These warranties are effective from the date of purchase and are backed by a comprehensive non-diminishing Residential Structural and Wear Warranty. The Finfloor durable collections (XL, 12, Evolve, Supreme and Style) offer a 35-year Residential Structural and Wear Warranty and Finfloor Original offers a 25-year Residential Structural and Wear Warranty.

Scope of Residential Wear

Wear defects are considered as visible wear through the wear layer and wear through of the decor layer which covers a surface of at least 10 mm x 10 mm during the wear warranty period. The warranty applies exclusively to wear resulting from normal use under standard residential use conditions. Damage caused by improper use, abuse, or any extraordinary circumstances is not covered. Proper installation in accordance with Installation Instructions and consistent adherence to Care & Maintenance instructions are mandatory to maintain warranty validity. These documents are available from your retailer or the Belgotex NZ website - www.belgotex.co.nz

Moisture Protection Warranty

The Finfloor durable collections (XL, 12, Evolve, Supreme and Style) are provided with a 15-year moisture protection warranty. All Moisture Protection Warranties are effective from the purchase date.

Finfloor Original includes a 10-year moisture protection warranty that covers all areas of the home, provided the flooring is installed in accordance with the manufacturer's guidelines.

To activate the moisture protection warranty:

- **Bathrooms:** Perimeter treatment with Finsa silicone (including a 10mm foam rod where necessary) is mandatory.
- **Kitchens, toilets, and laundries:** Perimeter treatment with Finsa silicone (including a 10mm foam rod where necessary) is needed up to 1.5 metres from sanitary fixtures or appliances to meet NZBC E3 requirements.

All Moisture Protection Warranties are effective from the date of purchase. It is important to note that only Finsa low-modulus silicone is approved for use in compliance with E3 requirements; ordinary silicone must not be used.

Scope of Moisture Protection Warranty

The moisture protection warranty covers water-induced surface damage, excluding issues from appliance malfunctions or extensive flooding. Compliance with installation, maintenance instructions and E3 requirements is required. Water spills must be cleaned up within 24 hours to maintain the warranty.

Pet Damage Warranty

The Finfloor durable collections (XL, 12, Evolve, Supreme and Style) offer a 10-Year Pet Damage Warranty, which covers surface damage from pets involving urine, faeces or vomit. Scratching is excluded from warranty.

Finfloor Original is excluded from Pet damage warranty.

Underlay Specifications

Underlay plays a crucial role in the performance and longevity of your Finfloor Laminate Flooring. To ensure optimal results, it is essential to use underlays that meet the specifications greater than or equal to the basic requirements laid out by the Multilayer Modular Flooring Association except where Finfloor indicates a higher specification, which are necessary to maintain the warranty:

Specific reference to following performance:

- Compression Strength (CS): Underlays should have a compression strength of at least ≥ 40 kPa.
- Water Vapour Diffusion Resistance (SD): The SD value should be a minimum of ≥ 75 m.

These specifications are crucial to uphold the warranty conditions. Proper underlay selection will enhance the durability and performance of your flooring system, contributing to its long-term success. Underlay must be installed in accordance with the installation instructions, failure to correctly install underlay may result in voiding the warranty.

Moisture Membrane Installation

Mandatory Moisture Barrier:

Regardless of the subfloor's moisture content, a continuous moisture membrane must be installed. This is crucial to prevent moisture-related issues that can affect the flooring.

Compliance with Standards:

The moisture membrane and adhesive system should comply with relevant New Zealand standards, NZS AS 1884-2013.

Manufacturer's Guidelines:

The moisture membrane should comply with manufacturers installation instructions. Failure of moisture membrane is not covered by Finfloor's warranty.

Warranty Information

Our warranty covers the laminate flooring when installed and maintained according to our guidelines and industry best practices. Please note:

What is not covered under Finfloor's warranty

1. External Factors and Accidents

Environmental Damage:

Damage caused by flooding, appliance malfunctions, or other water ingress.

Discoloration or fading due to prolonged intense exposure to sunlight or UV light. (We recommend using window coverings or UV-protective films to minimize this effect.)

Accidental Damage:

Surface scratches, chips, dents, or other mechanical damage resulting from accidents or misuse. This includes impacts from high heels, dragging heavy objects or furniture, sand, stones, castor wheels, and dropped items.

Permanent stains or surface marks caused by substances not intended for use on laminate flooring.

2. Installation and Maintenance

Improper Installation or Maintenance:

- If your flooring was not installed by a qualified professional from the start, including any DIY work, we will not cover labour costs. However, if it was professionally installed, we will cover reasonable labour charges for any necessary repairs or replacements, subject to the sole discretion of an authorized Belgotex Representative.
- If a warranty claim is approved, we will provide new flooring and scotia beading if necessary. However, all other costs related to repairs – such as painting, removing furniture or fixtures, accommodation, and similar expenses – are not covered by this warranty.
- Wear or damage linked to improper or insufficient maintenance. (Please refer to our care instructions for proper maintenance procedures.)

3. Manufacturing Tolerances

- Minor height differences between panel edges are to be expected.
- Slight gloss variation in panels can be expected.
- Micro edge chips and surface scratches are to be expected.

For detailed installation and maintenance guidelines, contact your retailer or the Belgotex NZ website – www.belgotex.co.nz

Summary of Warranty Coverage

Category	Range	Residential Warranty	Commercial Warranty	Moisture Protection Warranty	Pet Warranty
Laminate	Finfloor XL, Supreme, Style, 12 and Evolve	35 Years	On Request	15 Years	10 Years
	Original	25 Years	On Request	10 Years	N/A

Product Characteristics and Care

Finfloor laminate flooring is designed to be resistant to chips, scratches, stains, and wear. However, it is not entirely invulnerable to damage, and reasonable care should be taken to prevent scratches, chips, and other forms of wear.

Installation Warranties

This warranty covers the manufactured goods only. For warranties related to installation, please consult the installation company or individual who completed the installation.

Finfloor Original laminate flooring comes with a non-diminishing 25-year structural and wear and 10-year moisture protection warranty.

Finfloor 12, Evolve, Style, Supreme, and XL come with a non-diminishing 35-year structural and wear, 15-year moisture protection, and 10-year pet damage warranty.

Claims & Consumer Law

Our goods come with guarantees that cannot be excluded under the Consumer Guarantees Act 1993 (CGA). You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if they fail to be of acceptable quality and the failure does not amount to a major failure.

As the supplier, Belgotex NZ is committed to meeting its obligations under the CGA. Where applicable, Belgotex NZ will provide a remedy covering the affected area of the product – such as replacement or a credit – and may, at its discretion, contribute to reasonable installation costs associated with the remedy.

Key Information:

Your statutory rights under the CGA remain unaffected by any support provided by Belgotex NZ as the supplier.

Under the CGA, you may seek remedies for consumer guarantees directly from your retailer or, where applicable, from Belgotex NZ as the supplier. Your retailer remains your primary point of contact for addressing CGA consumer guarantee claims.

To make a warranty claim, please contact your retailer, who will coordinate with Belgotex NZ to facilitate the process. Belgotex NZ reserves the right to assess claims and determine eligibility.

For more information on your rights under the New Zealand Consumer Guarantees Act, please visit the Ministry of Business, Innovation & Employment's Consumer Protection website at www.consumerprotection.govt.nz

General

Any variation to this warranty will only be effective if it is made in writing and signed by an authorised officer of Belgotex NZ. We may amend any provisions in this warranty by publishing a new warranty on our website. The new warranty will apply to Finfloor Laminate Flooring purchased on or after the date of publication on our website www.belgotex.co.nz