

## 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 a occupied timber-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 Wear Warranty and Finfloor Original offers a 20-year Structural and Wear Warranty.

## Scope of Residential Wear

Wear defects are considered as visible wear through the wear layer which covers a surface of at least 10 mm x 10 mm during the wear warranty period. 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 – <http://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 is permitted to be installed in the bathroom, laundry and toilet, provided perimeter Finfloor (Finsa) silicone protective treatment is installed and all joints are sealed correctly with Finfloor (Finsa) Joint Sealer.

Finfloor Original is provided with a 10-year moisture protection warranty when installed in conjunction with Finfloor joint sealant. All Moisture Protection Warranties are effective from the purchase date.

## 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 MBIE building codes 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 15-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  $\geq 40$  kPa.
- Water Vapour Diffusion Resistance (SD): The SD value should be a minimum of  $\geq 75$  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 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 timber 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 -

<http://www.belgotex.co.nz>.

## Summary of Warranty Coverage

Category	Range	Residential Warranty	Commercial Warranty	Moisture Protection Warranty (Kitchens, Laundry, Toilet)	Pet Warranty
Laminate	Finfloor XL, Supreme, Style, 12 and Evolve	35 Years	On Request	15 years	NA
	Original	20 Years	On Request	10 years	NA

## 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.

### Claims

If your Finfloor Laminate Flooring fails to perform in line with any of the Belgotex NZ Warranties or the Consumer Guarantees Act 1993 (CGA), Belgotex NZ will, in accordance with our obligations under the CGA:

Replace the defective Finfloor Laminate Flooring with flooring of the same or comparable quality; or

Provide a Credit towards the cost of replacement Finfloor Laminate Flooring, determined as a percentage of the original purchase price (see the table below).

The remedy provided by Belgotex NZ will cover the affected area and may include reasonable installation costs. We are committed to honoring all our obligations under the CGA, ensuring you receive a fair and effective remedy.

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

**Finfloor Original comes with a non-diminishing 20-year wear and 10-year moisture protection warranty.**

If you believe your Finfloor laminate flooring is faulty and is not performing as expected under this warranty, or as mandated by the Australian Consumer Law, please notify your retailer. Your retailer will take suitable action, including arranging an onsite inspection and notifying Belgotex if required.

### Consumer Law

Nothing in this warranty is intended to reduce or diminish your rights under the Consumer Guarantees Act 1993. We are committed to honouring all statutory obligations, including those related to product quality, description, and fitness for purpose of the Finfloor laminate flooring we supply

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](http://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 <http://www.belgotex.co.nz>.