

Warranty

Divino

October 2019

Warranty

- 10 Year Limited Wear Warranty – Commercial Use / 20 Year Limited Wear Warranty – Residential Use
- This warranty protects the Original Purchaser against 'wear out' for a period of 10 years Commercially from the date of original installation and 20 years Residentially, provided the flooring has been installed, utilised and maintained in accordance with Robert Malcolm Ltd recommendations.
- 'Wear Out' is defined as a complete loss of colour pattern due to wear from normal traffic.
- If 'wear out' occurs within these time frames, and a submitted claim is accepted, replacement product will be provided.
- Warranties are extended to the original purchaser only and are not transferable.

Warranty Exclusions

- Product not installed in accordance with Robert Malcolm Installation recommendations.
- Product not installed in accordance with NZ Building Standard AS1884:2013.
- Irregularities caused by subfloor conditions.
- Fade or discolouration caused by direct sunlight, and/or temperatures.
- Change in gloss level due to use.
- Misuse or abuse of flooring.
- Scuffs, scratches, indentations, cuts, gouges, stains, burns and similar conditions.
- Flooring not maintained in accordance with Robert Malcolm Cleaning and Maintenance guide.
- Product installed outdoors.
- Pet Damage such as chewing, digging or clawing.
- Damage caused by appliances, plumbing leaks or steam mops.
- Damage due to heavy chairs or furniture. It is recommended that you use felt pads under chairs and furniture to reduce the possibility of surface scratching and marking.
- Discolouration caused by rubber pads, soles, tyres, rollers, rubber backed floor mats.
- Stains caused by strong solvent, dyes, medicines, strong food colourings

international
flooring solutions

p 03 366 9839 e office@robertmalcolm.co.nz
10 Establishment Drive, PO Box 914, Christchurch 8140, New Zealand
robertmalcolm.co.nz



robert malcolm

