

# Warranty

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July 2023

## Warranty

- 7 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 7 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.

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