

# Warranty

# Divino

December 2025

## Warranty

- 10 Year Limited Wear Warranty – Commercial Use / 25 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 25 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 the guarantee covers replacement cost with a yearly depreciation of 10% for Commercial Use or 4% for Residential Use.
- 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 and Floor NZ Best Practice Guidelines- Resilient Floor Coverings.
- Irregularities caused by subfloor conditions.
- Fade or discolouration caused by direct sunlight, and/or temperatures.
- Some variation in colour may occur over time between areas exposed to light and those that are not. This is a natural property of vinyl and is not a defect.
- 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
- Discolouration or staining caused by outdoor contaminants tracked inside (e.g., decking oils, stains, or other residues)

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