

# Warranty

# Oslo

March 2025

## Warranty

- 12 Year Limited Wear Warranty – Residential Use
- This warranty protects the Original Purchaser against 'wear out' for a period of 12 years from the date of original installation, 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 12 years from the date of purchase, and a submitted claim is accepted the guarantee covers replacement cost with a yearly depreciation of 8.33% 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.
- 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)

international  
flooring solutions

p 03 366 9839 e [office@robertmalcolm.co.nz](mailto:office@robertmalcolm.co.nz)  
10 Establishment Drive, Christchurch 8042, New Zealand  
[robertmalcolm.co.nz](http://robertmalcolm.co.nz)



robert malcolm

