

Warranty

Floorworks Classic

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, 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.
- Fading of colour caused by direct sunlight, and/or temperatures.
- 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
- Discolouration caused by rubber pads, soles, tyres, rollers, rubber backed floor mats.

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


robert malcolm

