Vinyl Warranty

Pioneer

December 2025

Warranty

- 5 years commercial use or 15 years residential use.
- A 5 year commercial use guarantee or 15 year residential use guarantee on manufacturing defects and covering early wear due to normal use.
- Manufacturing defects are misprints, stripes, errors on backing which are visible on surface, irregularities and so on, visible upon delivery.
- This vinyl must be installed in accordance with NZS/AS 1884:1985 and Floor NZ Best Practice Guidelines- Resilient Floor Coverings.
- The guarantee is for first quality articles only.
- The guarantee is not valid for the results of neglect, misuse by soap, detergents, chemicals and corrosive substances or stains from paints, rubber soles and mats, fertilisers, coal, tar, oil or other similar materials.
- The guarantee is not valid if the top layer has been damaged by sharp objects, burns, cuts or an abnormal load.
- The guarantee is not valid if damage occurs due to rolling loads e.g. Castor wheels or sporting equipment etc.
- The guarantee is not valid if there is fading or discolouration due to extreme heat or water damage caused by floods or leaking appliances.
- Discolouration or staining caused by outdoor contaminants tracked inside (e.g., decking oils, stains, or other residues)
- 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.
- The guarantee does not apply if damage during transportation is not reported at the time of delivery.
- The guarantee does not apply for damage cause during storage or treatment before fitting.
- The guarantee does not apply for damage due to use of the floor in an outside / external location.
- The guarantee does not apply in the absence of standard protection methods for the floor covering (such as doormats, sealed access doors etc.) when necessary.
- The guarantee does not apply for damage resulting from poor fitting or poor preparation of the underlying surface.
- The guarantee does not apply for damage caused by the presence of damp in the underlying surface.
- The guarantee does not apply for minimal variations in colour, shape or texture between samples or brochure illustrations and the actual floor covering.
- The guarantee does not apply for damage caused by moving furniture without appropriate protective measures.
- The guarantee does not apply in cases of failure to respect the manufacturer's maintenance recommendations.
- Warranties are extended to the original purchaser only and are not transferable.
- The 5 year commercial use guarantee covers the replacement cost of the product with a yearly depreciation of 20%.
- The 15 year residential use guarantee covers the replacement cost of the product with a yearly depreciation of 6.67%.

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