

information
warranty

GENERO DELUXE
OFFERS THE FOLLOWING
WARRANTIES:

Your selected flooring will be covered
by one or more of the below warranties.

20 Years Residential Wear Warranty

10 Years Commercial Wear Warranty

For more information visit
signaturefloors.co.nz



WARRANTY
PROVIDED BY



This warranty is effective for
purchases made after
1 July 2020.



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General Warranty Conditions

Consumer rights remain in effect in addition to this warranty. Residential LVT flooring warranties are extended to the original purchaser of the Residential LVT and are non-transferable. The warranty is solely for the domestic and light commercial indoor use of the product. The warranty only applies to first quality products and is not applicable to products sold as seconds, irregulars, shorts lengths or used. Products must be properly installed in accordance with the current AS/NZS 1884. Products also requires routine maintenance, and should be properly maintained in accordance with the recommendations outlined in the LVT Installation Guidelines. Failure to appropriately install the product and to provide such care could void all or part of the warranty coverage.

The manufacturer excludes and will not pay consequential or incidental damages under these warranties. This includes any loss, expense, or damage other than to the product itself that may result from a defect in the product, including without limitation, mileage, movement of furniture, delivery delays, additional handling and labour as a consequence of modifications to the original product.

The Warranty does NOT Cover:

- Product installed outdoors or in garages.
- Any defects due to improper installation including sub-floor imperfections.
- Damage to product caused by improper maintenance, application of improper cleaning agents, methods, mishaps or inadequate care.
- Damage to the product caused by burns, wheel and castor traffic, tears, pet abuse or furniture depressions.
- Damage caused by stiletto heels or gouging from heavy sharp objects.
- Abuse by any athletic equipment such as roller skates, golf shoes or gym equipment.
- Changes in product colour or fading or other discolouration resulting from external causes, such as spills of dyes or chemicals, other non-food or non-beverage substances, or atmospheric or chemical influences.
- Damage resulting from accidents, abuse (being any use considered unreasonable given the normal and expected use of the product in a residence) or abnormal wear (soiling, burning, flooding, cutting, pet damage, smoke etc.) or from wetting or persistence of excessive moisture or exposure to very hot substances.
- Any product which has been treated after installation with any protective material or defects, or damage due to application of any topical treatments (including fungicides, bactericides, biocides, anti-statics, stain resists, some cleaning agents etc.) which has adversely affected the attributes of the product.
- Normal or minor differences between colour and texture of samples and the installed product.
- Expansion or contraction as a result of poor installation practices which may lead to peaking or gapping of the floor.

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What the Manufacturer will do if your Residential LVT Fails to Perform

This warranty is in addition to and does not affect your statutory rights. Our goods come with guarantees that cannot be excluded under the Australian Consumer Law/NZ Consumer Guarantees Act 1993. The law states, pursuant to Schedule 2 of the Competition and Consumer Act (CCA) that "Our goods come with guarantees that cannot be excluded under the Australian Consumer Law/NZ Consumer Guarantees Act 1993. You are entitled to a replacement or refund for a major failure and compensation for any reasonably foreseeable loss or damage. You are entitled to have the goods repaired, replaced, refunded, or be offered an allowance or arrange a credit equal to the cost of the material only in the affected area if the goods fail to be of acceptable quality and the failure does not amount to a major failure." The credit will apply only to a new Residential LVT floor of the same or comparable quality depreciated as set out right.

Home Owner Obligations

In order to maintain and protect your coverage under the terms of this warranty, you must:

- Keep proof of purchase in the form of a receipt, bill, invoice or statement from the retailer, showing the price you paid for the Residential LVT flooring, together with proof of installation date.
- Have your Residential LVT installed in accordance with the Residential LVT Installation Guidelines.
- Maintain your Residential LVT flooring with regular care and cleaning.

Making a Claim

If you consider that your Residential LVT flooring is failing to perform in accordance with these warranties or your consumer rights, please notify your flooring retailer to arrange an on-site inspection of the installation. It will be of assistance to describe the specific problem, the date of installation and where possible, include a copy of your invoice. The retailer will take appropriate action, including notifying the manufacturer if necessary.



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