



PAVEZZI COMPOSITE FLOORING WARRANTY AND CONDITIONS

PAVEZZI NZ Limited warrants SPC flooring against manufacturing defects and the stated performance criteria herein and will remain an integral part of the flooring system for the period of the warranty for the relevant period provided.

The benefits conferred by this warranty are in addition to, and not in substitution for, any other rights and remedies given to consumers in relation to the goods under New Zealand Consumer Law. Under the PAVEZZI NZ Limited SPC Flooring Limited Warranty, we warrant to the original retail purchaser of the products from the date of the original purchase for the applicable period set forth below that:

- Warranty applies to floors installed in accordance with the relevant PAVEZZI SPC Flooring installation instructions.
- Warranty applies to floors maintained as per PAVEZZI SPC Flooring Care & Maintenance Guide.
- Warranty applies to residential indoor applications only.
- This warranty is not transferrable and applies only to the original purchaser.
- Warranty applies to new, first quality flooring.
- In normal household conditions or a light commercial indoor setting, when installed and maintained according to our recommended maintenance guide, the design layer of the floor will not wear through, fade from normal sunlight or artificial lighting, or stain. Gloss reduction does not constitute "wear."
- The floor will resist topical water damage - planks will not swell, delaminate, or peak at seams due to topical spills where liquid is wiped up accordingly and floor is allowed to dry completely.
- The floor will be free of manufacturing defects when purchased in its original manufactured condition.
- In normal household conditions or a light commercial indoor setting, the floor joints will remain secure.

All warranties under this warranty guide are made subject to the following conditions:

- The flooring must be installed in accordance with the installation guidelines provided and cleaned, maintained and cared for in accordance with the cleaning and care instructions provided.
- Flooring installed with known defects is not covered under this warranty. All planks must be inspected for possible, recognisable defects before and during the installation as any right to claim under warranty becomes invalid after planks with visible defects have been installed. Warranty claims can only be accepted if the planks were delivered in its original packaging.
- The surface wear or damage must not be the result of abusive conditions, misuse of the product, freight damage, modification, alteration, repair or service of the product by anyone other than the authorised PAVEZZI NZ Limited representative, improper care or maintenance (refer to provided care and maintenance guidelines), or accidents, such as but not limited to severe impact, scratching, cutting, negligence or chemical damage. Note that gloss reduction is not considered surface wear. The surface wear must be readily visible from the distance of 6 feet, measuring at least 1 square inch. Wear-through at the edges of the product is excluded from the warranty.
- According to proper installation guidelines, flooring must have been installed in a dry, climate controlled, indoor, residential environment. A moisture test must be performed to determine if excessive moisture exists in the subfloor. The manufacturer is not liable for the performance of the subfloor. This warranty excludes damage in the subfloor or underneath the flooring due to water, moisture, mildew, and including but not limited to hydrostatic pressure.
- Approved accessories must be used to validate warranty. Please contact your nearest dealer or PAVEZZI NZ Limited directly for more details.
- Moldings and accessories are not covered under this warranty.

Waterproof Warranty

PAVEZZI SPC Flooring is waterproof product. It will not be aesthetically nor structurally affected by exposure to a reasonable amount of water from mopping or household spills. This warranty does not cover excessive or prolonged exposure to water from floods/ leaking appliances or pipes where water may build up under the floor causing mold or mildew.

Abrasion Warranty

PAVEZZI SPC Flooring protective wear layer will not wear through to the decorative layer from household abrasive wear. Scratches, dents, chips and gloss level variation or reduction are not considered abrasive wear.

Structural Warranty

PAVEEZZI SPC Flooring will remain structurally sound and not delaminate for the period of the warranty.

Fade Warranty

PAVEEZZI SPC Flooring will not show noticeable color change due to fading from indirect/filtered sunlight or household artificial light for the period of the warranty.

Stain Warranty

PAVEEZZI SPC Flooring will not show noticeable staining due to spillages for the period of the warranty.

PAVEEZZI Residential Warranty does not cover:

Damage or performance issues in relation to:

- Improper installation (Refer relevant installation guidelines)
- Exposure to extreme temperatures (Refer Care & Maintenance Guide)
- Exposure to excessive direct sunlight
- Prolonged exposure to excessive water (Refer waterproof warranty)
- Abuse or improper maintenance (Refer Care & Maintenance Guide)
- Repairs, refinishing or reinstallation to the original manufactured product.
- Labor charges or any associated rectification costs.

What if I have a claim and how do I make a claim?

If your PAVEEZZI SPC Floor fails to perform and you are satisfied you have followed the warranty guidelines and associated installation and maintenance guidelines, please contact our Quality Control Department at warranty@paveezzi.co.nz to arrange an onsite inspection.

Proof of purchase, including the date of purchase, must be presented to make a claim. This warranty applies only to the original purchaser and is not transferrable. If the product for which a claim is made is no longer available, the customer shall be able to choose from the manufacturer's current product selection of equal or lesser value. PAVEEZZI NZ Limited warrants repaired or replaced products for the remainder of the original warranty period only. PAVEEZZI NZ Limited reserves the right to inspect the installed planks and to remove samples of needed to analysis. To make a claim under this warranty, contact PAVEEZZI NZ Limited within thirty (30) days following the date of discovery or detection of a warranty claim. An original

proof of purchase (including the date of purchase) must be presented when requesting warranty service. This warranty, dated 1st October 2020, supersedes all previously issued by PAVEZZI NZ Limited.

Disclaimer of Warranty

In no event will PAVEZZI NZ Limited be liable for consequential, incidental, special for exemplary damages. The foregoing warranty constitutes the entire agreement of the parties, and no waiver or amendment shall be valid unless in writing and signed by authorized PAVEZZI NZ Limited representatives.

Structural Warranty: 15 years (Domestic)

Structural Warranty: 5 years (Commercial)