

PERGO®



wood flooring | product warranty

residential installation

Your new wood floor is manufactured using the finest methods of manufacturing available. Built to perform, the following information outlines the warranties offered on Pergo and Tarkett wood flooring and the terms and conditions of the warranties offered. The most up to date version of this information is available from www.jacobsens.co.nz.

Structural Warranty

All Pergo and Tarkett wood flooring is sold with a Structural Integrity Warranty, covering warping, twisting or delamination of the wood layers as a result of manufacturing fault. Warping and twisting refers to the distortion of individual boards within a floor. It is also important to note that, for this warranty to be applicable, boards that are visibly defective or faulty prior to installation should not be installed. In addition, the Wood Flooring Installation Instructions and Care and Maintenance Instructions should be closely followed. Copies of these documents are available from your place of purchase or online at www.jacobsens.co.nz.

Exclusions

These warranties do not cover;

- Wearing of the surface coating, indentations, scratches, stains or surface checking is not covered by this warranty, nor is the presence or absence of natural features including gum veins, knots, medallory rays etc.
- Structural deformation of any board caused by improper installation or maintenance, flood, appliance failure, swings in humidity or temperature or any other factor outside the control of the product manufacturer.
- Any damage to the flooring caused after the installation has been completed.
- Scratches, chips or indentations to the surface of the floor or any other damage caused by mechanical means, misuse or abuse. Damage, intentional or accidental, caused by stiletto heels, dragged objects, heavy furniture, sand, stones, castor wheels, dropped items etc are also excluded, as are surface marks and permanent stains.
- Labour charges are not covered by this warranty.
- Any costs associated with any rectification work required other than the supply of new flooring and scotia beading if necessary should a warranty claim be acknowledged. Re-painting, removal of fixtures or furniture, accommodation and any other similar cost is specifically excluded from this warranty.

- Of course, boards that are visibly faulty or could have reasonably been deemed visually or structurally inappropriate prior to installation should not be installed and are therefore also not covered by this or, to the extent allowed by law, any other warranty.

Who Is Covered?

The original purchaser is covered. This warranty is not transferrable.

Claims

To evoke a claim under this warranty, communication with the retailer that the flooring was purchased from must be made within 30 days of noticing the problem. Proof of purchase will most often be required when contact with the retailer is made. The retailer may then contact Jacobsen to arrange an inspection of the flooring installed, after which a determination will be made regarding the warranty claim. Only duly authorised representatives of the manufacturer / distributor can authorise a claim. If a claim is authorised, supply of new panels from a current batch (and beading if required) will be supplied. This warranty is in addition to, and has no impact on, statutory rights of any purchaser. Claims must be lodged by contacting the retailer from where the flooring was purchased within 30 days of the problem being noticed.

New Zealand Consumer Guarantees Act

The warranties listed in this document are in addition to any rights you have under the Consumer Guarantees Act 1993. Nothing contained in these warranties exclude, restrict, modify or affect the application of and condition, guarantee, right or remedy provided by New Zealand Consumer Laws.

As these warranties for Pergo and Tarkett wood flooring deal only with the manufactured goods, installation warranties should be sought from the installation company or individual completing the installation.

Further Information

Further information on any aspect of this Warranty can be obtained from:

Jacobsen Creative Surfaces Ltd
41 Morrin Road, Mt Wellington, Auckland 1072
Phone: (09) 574 0640
Website: www.jacobsens.co.nz