

### residential installation

Your Pergo laminate floor is manufactured in Europe using the finest methods of manufacturing available. Built to perform, the following information outlines the warranties offered on Pergo Laminate 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](http://www.jacobsens.co.nz).

#### Residential Wear Warranty

All Pergo Laminate Flooring is sold with a 25 Year Residential Wear Warranty, effective from the date of purchase. This warranty covers wear through of the surface of your laminate floor (show through of the HDF core) in any single area greater than 1cm<sup>2</sup> within 25 years. It is important that Pergo Laminate Installation Instructions be followed closely when installing your floor and that the Pergo Care and Maintenance Instructions be followed after your flooring has been installed. Copies of these documents are available from your place of purchase or online at [www.jacobsens.co.nz](http://www.jacobsens.co.nz).

#### Waterproof Surface Warranty

Pergo Sensation Laminate Flooring is sold with a 10 Year Waterproof Surface Warranty from the date of purchase. This warranty covers damage to the surface of your Pergo Sensation flooring caused by water. The only exclusions to this warranty occur in the event of appliance failure or full flood / deluge of the floor. Again, both Installation Instructions and Care & Maintenance Guidelines must be followed. Note also that only the Sensation Branded Laminate Floors are afforded the waterproof surface warranty.

#### Exclusions

These warranties do not cover;

- Pergo Sensation Ranges - Water damage to the floor as a direct result of flood / deluge or appliance failure, or improper installation or maintenance.
- All Other Pergo Laminate Ranges - Water damage to the floor as a direct result of flood / deluge or appliance failure, spillages, leaks, pet urine, accidents or improper installation or maintenance
- 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.
- Wear that may be associated with improper installation or improper maintenance.
- 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 laminate 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](http://www.jacobsens.co.nz)