

PERGO®



wood flooring | product warranty



commercial installation

The manufacturer warrants that this wood flooring will not require replacement due to structural defects for a period of five (5) years from the date of installation when specified, installed and maintained in accordance with the manufacturer's recommendations, and subject to the following terms and conditions:

Exclusions

This warranty is only valid for the original purchaser in a commercial setting. It does not cover damage caused by:

- Wearing of surface, scratching or staining
- Poor installation, irregularities or movements in the sub-floor
- Improper or infrequent cleaning, or improper cleaning agents or methods
- Any use of steam cleaning, e.g. steam mops. These will ultimately damage this product and void all warranties
- Inadequate protection to prevent the ingress of dirt, sand and stones from external sources and other internal sources of abrasion
- Intense point loading pressure, such as stiletto heels, castors or unprotected furniture (the use of plastic chair mats or suitable furniture protectors is highly recommended)
- Abnormal use or damage from dragging furniture, pet claws, sharp objects, burns, or other such accidents
- Water damage as a result floods, spills, leaks, urine, appliance failures or other such accidents
- Indelible staining from tar, grease, dyes, waxes, inks, etc

- Marks left by the use of rubber mats or rubber protectors
- Exposure to excessive sunlight, temperature, moisture or humidity

The life of the surface coating varies depending on the application, floor maintenance, dirt ingress, foot traffic, point loading and many other factors.

Being a natural product, there will be minor imperfections, and grain and colour variations in every wood floor which is considered to be a feature, not a defect. Timber will fade when directly exposed to harsh light and ultraviolet rays. Use drapes or other systems to protect the floor from excessive sunlight. A slight colour change immediately after installation is usual.

Claims

Any claims under this warranty must be made in writing within the guarantee period and be accompanied by proof of purchase and evidence of the fault.

Any such claims will be paid on a pro-rata basis taking into account the number of years of satisfactory product performance.

The distributor's obligations under this warranty are limited to repairing, replacing or refunding any product which in their opinion are defective.

The distributor shall not be liable for any installation costs, special, incidental, indirect or consequential loss or damage which may result from or relate to any claim.