

## **STATEMENT OF WARRANTY**

This warranty document covers SPC floor products traded and marketed by ANN TRADING LIMITED (marketed as ANNS SPC). This document provided coverage when SPC products are applied in a residential or accepted commercial setting.

Acceptable Commercial installations are specified elsewhere in this document ANN TRADING LIMITED reserves the right to classify each installation regarding use according to this published bulletin.

### Product Defect and Composition Warranty:

ANN TRADING LIMITED warrants that the SPC products will be free from manufacturing defects for a period to match the corresponding Wear Warranty Term, from the date of purchase. Limitations apply as stated below.

ANN TRADING LIMITED's SPC flooring products are waterproof and will not be damaged or structurally compromised by normal exposure to surface spills and tracked water/moisture for the life of the product. Excessive subfloor moisture is an ideal breeding ground for mold, mildew and fungus which will not harm the SPC product but will contribute to an unhealthy indoor living environment if left unattended and it is not recommended. Limitations apply as stated below.

### Wear Warranty:

ANN TRADING LIMITED warrants that the installed product will not wear through to the printed film layer under normal use as follows:

0.5 mm (wear lay)

Residential - 25

years

Light Commercial - 15 years

Wear through is defined herein that the wear layer is sufficiently depleted or compromised so that the printed film layer is damaged, altered or affected from normal use. Stains, fading, scratches, scuffs and loss of gloss are considered normal use and are not covered under this warranty.

ANN TRADING LIMITED's SPC coating provides resistance against stains from domestic household pets such as cats and dogs. This applies to poop, urine or vomit introduced to the surface of the flooring by the pet, human stains in cases they are not intended by human (immediate cleaning is recommended). Scratching and gouging by pets in a deliberate manner are not covered.

General Terms:

ANN TRADING LIMITED's branded Commercial products when installed in an accepted commercial area, regardless of commercial use designation, must be professionally installed by a certified flooring contractor to validate this warranty. No exclusions or exceptions will be made to this clause. ANN TRADING LIMITED reserves the right to inspect any floor that is deemed by the client to be defective. ANN TRADING LIMITED at its discretion will send a company representative and/or a third-party, independent inspector to conduct the inspection.

Warranty Limitations:

- Manufacturing defect must be reported within 30 days from the received date.
- This warranty covers only properly installed and maintained floors, according to ANN TRADING LIMITED installation guidelines, recommended products, and accepted industry practices.
- ANN TRADING LIMITED reserves the right of final judgment and may refuse claims in certain instances and reserves the right to modify or withdraw this warranty at any time.
- ANN TRADING LIMITED reserves the right provide replacement in a manner suitable to our interests if our company and the purchaser cannot reach agreement on the cost or manner of the replacement.
- Damage to the locking mechanism caused by excessive deflection in the substrate, improper underlayment installed underneath the flooring, from improper rolling loads and direct contact from castor wheels, dynamic pressures and loads from electric wheel chairs is not covered.

- Products that have not been properly stored onsite according to the ANN TRADING LIMITED Installation Guidelines or floors stored and installed in environments that are not properly temperature controlled.

Use of adhesives for any SPC product unless specified for a particular guidelines by ANN TRADING LIMITED in writing.

- Lack of maintenance or improper maintenance; dulled by soaps, vinegar solutions, detergents, harsh chemicals, dressings, one-step cleaners or wax

- ANN TRADING LIMITED's SPC products are limited to surface load not exceeding 63.5 kg/cm<sup>2</sup>

Indentations or damage by narrow tipped heels, vacuum cleaner beater bars, heavy rolling loads, caster wheels, furniture and chairs without proper floor protectors and furniture rests, dropping of metal or heavy objects.

- Cracking, warping, delamination, curling or other phenomena caused by excessive heat applied to the flooring.

- Damage caused by burns, cigarette/cigar burns, intentional abuse, flooding, fires and other disasters.

- Staining or changes in colour caused by dyes tracked from carpet, fertilizers, coal, tar, driveway sealers, oil drippings or other similar materials; faded or discoloured by outdoor sunlight or heat generation; fading or staining caused by use of rubber mats.

- Usage of improper adhesives or incorrect application of adhesives, improper underlayment, inadequate subfloors or subfloor preparation, flooring installed against standard accepted industry practices.

- Performance of ANN TRADING LIMITED products over foam-type, rubber, cork, or other compressible type underlayment, including entirety of the ANN TRADING LIMITED 's SPC locking mechanisms. Guarantees of performance should be followed by the ANN TRADING LIMITED intrusion who states their product is suitable for use with SPC flooring.

- Problems or damage due to excessive moisture and/or alkalinity in sub floor including discoloration or bond release of the structure of the flooring. Product structural damage from excessive exposure to water caused by flooding, plumbing and appliance leaks, water leakage from doors, windows or roof leaks. Standing water on flooring should be mopped or wet-vacuumed up immediately upon notice of the spill.

- Damage resulting from failure to follow care instructions in the website

- Damage from or growth of mold and mildew caused by excessive moisture in the environment or substrate that has been trapped under the flooring; including flooring installed outdoors or subjected to prolonged water exposure.

- Installed over unstable, unsuitable, or improperly prepared sub floors, wet/cold floor and/or radiant heated floor in excess 80°F.

- Minor shading, colour or texture differences between samples and delivered product.

- Darker, solid colours naturally show more scratches and dirt and require more maintenance.

NO warranty can be claimed for any damage to spc flooring due to any kind of natural and made calamities (floods, earthquake, wars, tsunami etc etc)

#### LIVING WITH PETS:

ANN'S SPC Rigid Core floor can be a great floor when living with pets. Be sure to clip your pet's nails on a regular basis. Once the nails start making a noise on the floors you know it is time to trim. Be sure to clean up pet's waste/vomit as soon as possible as such accidents can affect the finishing of vinyl plank.

Note – Warranty means only the replacement of SPC flooring on site and does not cover the installation or any other charges.

ANN TRADING LIMITED cannot warrant the product against such claims.

Please read the CARE AND MAINTENANCE page under PRODUCT INFO in our website-[www.annspcflooring.nz](http://www.annspcflooring.nz)

No person, representative, employee, or agent not employed by ANN TRADING LIMITED is authorized to modify or change the warranty statements made in this document.

For ANN TRADING LIMITED

ABIN ANTONY

