

5 Year Limited Warranty – Lattia sheet vinyl

The value covered by the warranty shall be as per the below depreciation table, commencing from installation date, and includes both the carpet, installation and uplift (if applicable).

Year 0 -3	100%
Year 3 -4	60%
Year 4 -5	30%

Lattia has a 5 year limited warranty against excessive wear and manufacturing defects. "Excessive surface wear" means penetration through the wear layer, and only covers domestic installation use.

Euroflor Warrants Lattia against manufacturing defects provided:

- (1) Proof of purchase must accompany claims along with install dates.
- (2) Limited warranty applies to the original purchaser and the original installation site and is not transferable.
- (3) The vinyl must be installed by a NZ registered flooring installation contractor to NZ standards.
- (4) The vinyl has been properly maintained.
- (4) Claims should be made through original retailer.
- (5) Limited warranties do not apply to "seconds", "off grade" or "clearance line" products.
- (6) No claims will be accepted for batch variation against samples.

Warranty Exclusions

- (1) The Limited Warranty does not apply to cuts, tears or burns (including friction burns), pets or from any natural disaster.
- (2) Damage caused by lack of protection under castor chairs.
- (3) Damage caused by watermarking, flooding, or water leakage.
- (4) Indentations caused by stilettos or other sharp objects.
- (5) Damage caused by fading due to prolonged exposure to sun light.
- (6) Damage from moving appliances without adequate protection.
- (7) Damage due to lack of protection under heavy furniture.
- (8) Damage caused by steam mops.
- (9) Damage caused vacuum cleaner beater bars.
- (10) Damage caused by underfloor heating.
- (11) Damage from fire.
- (12) The Limited Warranty does not cover discolouration or stains caused by rugs, rubber or latex products, dyes, or food colourings.
- (13) The Limited Warranties does not cover conditions or defects caused by improper installation, the use of improper adhesives or inadequate or improper sub-floor preparation.
- (14) The Limited Warranty does not cover construction related damage.

Caring for your vinyl floor

- (1) Do not replace frequently moved furniture or allow heavy traffic for at least 24hrs after installation
- (2) Protect and do not disturb sealed seams (if any) for at least 24 hours
- (3) When moving heavy appliances use plywood or heavy cardboard panels to walk the item across it. Do not drag appliance using soft material as this will cause friction burn.
- (4) Sweep as necessary with a soft broom.
- (5) Mop with warm water and floor cleaner (follow product instructions)

Remedies available to you

If your Lattia vinyl fails to perform as stated in the applicable limited warranty, Euroflor will, at its option:

- (i) repair without charge the affected area to conform to the warranty or;
- (ii) replace the vinyl without charge with a vinyl of equal value and /or quality, subject to the depreciation table (if applicable), or
- (iii) credit the Retailer their original purchase price of the vinyl plus allowance for uplift and relay, subject to the depreciation table (if applicable).

Please refer to our website www.euroflor.nz for further information and carpet care instructions.