

## PRODUCTS & COVERAGE

Woodland Lifestyle warrants that its Strata™ flooring will be free from manufacturing defects and, under normal use and maintenance, will not Wear or Stain resulting in loss of original pattern and colour, and the structural integrity of the flooring itself will not be materially impaired by Water Damage, as hereafter defined, for a specified length of time from the date of purchase as set forth in the "Warranty Coverage / Periods" chart. This Limited Warranty only applies provided the flooring covered by this warranty is installed and maintained according to the Strata Installation Manual.

## PRE-INSTALLATION

Woodland Lifestyle warrants that its flooring is free of visual defects. You and/or your installer should carefully inspect each piece before installation. Any pieces that appear to have defects should not be installed. Woodland Lifestyle will not be responsible for any claim for flooring installed with visual defects that were apparent at the time of installation.

## INSTALLATION

This Limited Warranty covers materials and fair market-value labor if professional installation was paid for when the flooring was originally installed, provided that such flooring is installed according to the Strata Installation Manual. This manual is revised periodically and floors must be installed according to the current manual at the time of installation. Please visit [www.woodlandlifestyle.co.nz](http://www.woodlandlifestyle.co.nz) for the current manual.

## REPLACEMENT/REPAIRS

Woodland Lifestyle reserves the right to repair any flooring and/or to use its own source to obtain an installer for replacement flooring. If Woodland Lifestyle repairs or replaces any flooring as a result of a warranty claim, you will be required to clear, at your own expense, any items placed over the affected areas subsequent to the original installation. In the event that Woodland Lifestyle repairs or replaces any flooring covered under this Limited Warranty, this Limited Warranty shall remain in effect with respect to such flooring for a period limited to the remaining eligible duration of the original Limited Warranty.

## TERMS FOR WARRANTY

If a defect covered by this Limited Warranty is found within the warranty period and reported in writing to the merchant from which the flooring was purchased, Woodland Lifestyle will supply new flooring material of similar colour, pattern, and quality to replace the defective area. Woodland Lifestyle will also pay fair market-value labour if professional installation was paid for when the flooring was originally installed. Labour costs will not be covered if professional installation was not paid for when the flooring was originally installed.

In case of questions regarding the terms of this Limited Warranty, contact Woodland Lifestyle Customer Service at (09) 308-7948. Woodland Lifestyle reserves the right to inspect any flooring, request samples, secure photographs or any other information as may be required to ascertain the nature of any claim under this Limited Warranty.

## DEFINITIONS/TO BE COVERED

- "Wear" must be through the wear layer to the degree that the printed pattern is affected or altered.
- "Stain" must be from normal household cleaning agents, chemicals or routine care & maintenance.
- "Water Damage" covers structural-integrity damage to the flooring itself after water exposure in standard conditions (does not cover flooding).

## EXCLUSIONS

The following are not covered by this Limited Warranty:

- Dissatisfaction or damage due to improper installation or maintenance, including use of improper cleaning solutions or finishes, unevenness or irregularities. Refer to the Strata Installation Manual for more details.
- Damage caused by fire, burns, abuse, flooding, scratches, mould or mildew, abrasive scouring pads, scuffing, staining (from causes not covered by the terms of this warranty), construction or installation.
- Damage caused by vacuum cleaner beater bar, indentations or damage caused by spiked heeled shoes, improper rolling loads, castor wheels, chairs or other furniture without proper floor protectors and cuts from sharp objects.
- Changes in colour or sheen from exposure to sunlight or due to use of rubber-backed mats.
- Exterior applications.
- Loss of gloss.
- Minor shading, colour or texture differences between samples or printed colour photographs or illustrations and delivered product.
- Flooring sold as irregulars or trial grade materials or "as is".
- This flooring should not be used as a tanking solution. It is a floating floor which is waterproof, but this flooring cannot prevent problems associated with or caused by flooding, excessive moisture or alkali's in the sub-floor

## WARRANTY COVERAGE / PERIODS

35-Year Residential / 15-Year Commercial

Strata Premium Hush

25-Year Residential / 7-Year Commercial

Strata Sentry

or conditions arising from hydrostatic pressure.

- Ultra-Fresh® has been added to the flooring's top surface and underlay to help protect the flooring article by inhibiting the growth of odor and stain-causing mould and mildew. This protection does not extend to surrounding surfaces.
- This Limited Warranty is void if, prior to installation in commercial applications, this flooring is not acclimated to room temperature (between 10°C and 38°C) at the job site for a minimum of 48 hours and, if post-installation, such flooring is not continuously maintained at such temperature.
- Loss due to loss of time, inconvenience, incidental expenses (such as telephone calls and materials) incurred in the removal or re-installation of the affected material, and any other incidental or consequential damages.

Please keep your receipt or obtain it from the original purchaser. Woodland Lifestyle requires the receipt in order to verify date of purchase to help resolve any problems.

Nothing in this Limited Warranty shall be read or applied so as to exclude, restrict, or modify or have the effect of excluding, restricting, or modifying any condition, warranty, guarantee, right or remedy implied by law (including under the Consumer Guarantees Act 1993) which cannot by law be excluded, restricted or modified. Except where the Consumer Guarantees Act 1993 applies and to the extent permitted by New Zealand law, we make no warranties in relation to the merchantability or fitness for purpose of the Strata™ flooring other than those set out in this Limited Warranty.

If you have purchased or received the Strata™ flooring for business purposes, you agree that the Consumer Guarantees Act 1993 does not apply to you.

## CARE & MAINTENANCE

Instructions for the care and maintenance of Woodland Lifestyle flooring can be found in the Strata Installation Manual, and in the Woodland Lifestyle Care & Maintenance Guide. The current versions of these documents can be found at [www.woodlandlifestyle.co.nz](http://www.woodlandlifestyle.co.nz).

Please direct any questions regarding care and maintenance to Woodland Lifestyle Customer Service at (09) 308-7948.

## WARRANTY OWNER

This Limited Warranty applies only to the original purchaser and the original installation site and is not transferable.

Claims under this Limited Warranty must be made in writing to the following address:

Woodland Lifestyle  
3 Wilson Road  
Upper Moutere  
Motueka, 7175

Ultra-Fresh® is a registered trademark of Thomson Research Associates, Inc.