



**Woodland
Lifestyle**

Warranty Conditions

ACTIVE LAMINATE

Version 1 November 2025

Residential Warranty - 20 years

Commercial Warranty - 5 years

Bathroom Warranty - 5 years

Duration of Warranty for Material and Production Defects:

This warranty applies to Active laminate flooring for residential and commercial use. The duration of this warranty is dependent on the purposes it is used for, as indicated above.

The term “residential applications” shall be understood as: the use of the laminate as a floor covering in a private residence that is used for private purposes only.

The term “commercial applications” shall be understood as: the use of the laminate as a floor covering in non-residential premises, including but not limited to hotels, offices, and shops.

The above-mentioned commercial warranty does not apply to:

- All food areas, such as but not limited to restaurants, cafeterias, pubs, and dance halls
- All institutional applications, such as but not limited to hospitals and government buildings
- Heavy commercial areas, such as but not limited to airports, lobbies, schools, and barber shops
- Any areas with heavy traffic and immediate access to street traffic

The warranty period begins on the date of purchase.

Suitable Rooms:

For the warranty to apply, the Active laminate flooring must be placed indoors in rooms suitable for laminate flooring. Spaces suitable for Active laminate flooring are specified in the installation guide and can be confirmed by your distributor/dealer/installer. The installation of Active laminate flooring covered by the warranty in spaces other than those mentioned in the installation guide is possible only after prior explicit permission in writing from Woodland Lifestyle.

Active laminate flooring is water-repelling. Thanks to the coating protection, no water seeps through the click connection. This makes Active laminate an ideal flooring option for living rooms, bedrooms, as well as kitchens and bathrooms. There is an additional guarantee on water resistance in residential applications: see bathroom warranty below.

Rooms with immediate access to the street always need a transition/cleaning area between the street and the room where the laminate is installed.

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Warranty Cover:

- Visible defects and manufacturing defects: Guarantee that there will be no visible surface defects or manufacturing defects. Before installing the Active laminate flooring and accessories, these must be thoroughly checked for visible defects under the best lighting conditions. In any case the customer must refrain from installing visible defective products.
- Wear resistance: Guarantee that with normal use the laminate surface will not wear to the decor layer.
- Delamination: Guarantee that with normal use the laminate surface will not delaminate.
- Water resistance: Guarantee that with standard small spills and normal use the flooring will not be affected by water.
- Production defects as described above.

Warranty Exclusions:

Any damage to the product resulting from a defect that was not inherently present at the time of purchase falls outside the scope of this warranty. This includes damage caused by:

- Inadequate placement, meaning installation not carried out according to the installation instructions and/or without the use of approved accessories.
- Non-compliance with cleaning and maintenance instructions as described in the installation/maintenance guidelines.
- Accidents, inappropriate use, or inadequate usage.
- Abnormal wear, such as that caused by spiked shoes, insufficient protection under furniture, or grit, sand, and other hard materials. Damage caused by sand, dirt, or any abrasive material must be prevented by placing a suitable floor mat at all entrance doors. To determine whether wear is abnormal, relevant ambient factors, duration, and intensity of use are considered.
- Water damage caused by ice machines, refrigerators, sinks, dishwashers, pipes, natural disasters, excessive moisture in concrete slabs, hydrostatic pressure, etc., is also excluded. In the event of water and/or moisture on the floor or around the skirting boards, the water and/or moisture must be removed immediately.
- Incorrect removal or replacement of panels.
- Damage caused by vacuum cleaner frames or by the hard or metal wheels of office chairs or other furniture. With laminate floors, furniture legs should always be fitted with suitable protective material. Chairs, easy chairs/settees or furniture on wheels must be fitted with soft wheels or must be placed on specially adapted protective carpet or plates.
- Damage caused by corrosive or abrasive substances such as pet urine. In the event of products with V-groove, the reduced resistance of the V-groove is not included in the warranty.
- A change to the gloss level does not apply as wear of the laminate surface.
- Active Laminate flooring is fade resistant, not 100% fade proof. It is generally accepted that all gloss finishes (i.e. paint, glass, furniture or car surfaces) are susceptible to superficial fading/gloss variation. This is not considered as a product fault.

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5 Year Bathroom Warranty:

- This guarantee on water resistance only applies to residential installations of Active laminate floors in wet areas such as bathrooms, kitchens, and entrances. Product failures in these areas are covered under the guarantee only if all installation instructions and the general guarantee conditions have been met (see above).
- The floor may not be installed in very moist places, extremely dry places, or areas with extremely high temperatures (such as, but not limited to, saunas, swimming pools, and rooms with built-in drainage such as showers).
- Any remaining moisture on the floor or on/around the skirting boards, wall base, or profiles must be removed within 6 hours. Maintenance with excessive water and/or the use of incorrect cleaning agents must always be avoided.
- Because prolonged exposure to moisture can cause irreversible damage to your laminate floor, all installation instructions must be followed. All expansion joints must be filled with compressible PE-foam and sealed with flexible silicone in accordance with the installation instructions. Skirting boards, floor profiles, and rosettes around radiator pipes must be sealed along the wall and floor covering to prevent water from getting underneath the floor.
- The water-resistance guarantee excludes damage caused by natural disasters (e.g. flooding) or naturally occurring circumstances/accidents (e.g. sanitary breakdowns, pet urine, leaking dishwashers, leaking washing machines and/or dryers).

Invoking the Warranty - Authorisation of Warranty Claims:

- In order to invoke the warranty, you must present the original dated invoice to your dealer or point of sale where you purchased the Active laminate flooring.
- The warranty can only be invoked by the first user or the original purchaser of the Active laminate flooring, and cannot be transferred. The first user or original purchaser is the individual indicated on the original invoice.
- Any visible defects must be reported to the distributor and/or installer or, in the ultimate case, to Woodland Lifestyle at the latest 7 calendar days after purchase. The defective products will be replaced. Any complaints made after this period shall not qualify for the warranty.
- In the event of material or production defects in the Active laminate flooring, the distributor/dealer/installer will check your claim, and if a product or production failure is detected it will be passed to Woodland Lifestyle. Woodland Lifestyle will replace the defective products in accordance with the present warranty conditions.
- For the warranty to be invoked, the damage to the product must be obvious and the damaged surface area must be at least 1 cm² per product unit (panel, accessory, etc.). Such damage must not result from misuse or accidents, including but not restricted to mechanical damage such as heavy impact damage, scratches or grooves (e.g., from dragging furniture), or notches.
- If the warranty can be invoked with a valid claim, Woodland Lifestyle will replace the laminate floor with floor panels from the Woodland Lifestyle collections that are in stock at the time the claim is received. This is limited to the replacement of the defective Woodland Lifestyle laminate floors and excludes compensation for any other incidental damage or costs incurred or to be incurred, such as—but not limited to—installation costs and removal expenses.
- Woodland Lifestyle provides no other warranty whatsoever, whether explicit or implied, beyond the warranty specified in these conditions. Unless the legislation of the country of purchase does not permit this—and with the exception of statutory provisions concerning product liability—Woodland Lifestyle cannot be held liable for direct or indirect damages and costs resulting from defective products. In all cases, Woodland Lifestyle cannot be held liable for the costs associated with the removal or installation of laminate products, and/or travel expenses or transaction costs.

Notice to the Customer:

Please keep your receipt for proof of purchase. If the laminate floor is not installed by the user, but by a floor layer/installer, the latter should provide the user with a copy of the installation and maintenance instructions and the warranty conditions.

For questions regarding guarantees, we recommend that you contact your Active laminate flooring distributor where you purchased the laminate floor. Should your Active laminate flooring distributor be unable to provide answers, or should you need additional information, you can contact hello@woodlandlifestyle.co.nz or visit [woodlandlifestyle.co.nz](https://www.woodlandlifestyle.co.nz) and click on Contact.