

Native / Coastal Warranty



Woodland
Lifestyle

Native / Coastal Vinyl Plank

Limited Warranty

Effective November 2025

PRODUCTS & COVERAGE

Woodland Lifestyle warrants that Native Vinyl Plank 5MM flooring and Coastal Vinyl Plank 2MM flooring will be free from manufacturing defects and, under normal use and maintenance, will not Wear, Fade, or Stain resulting in loss of original pattern and colour, as hereafter defined, for a specified length of time from the date of purchase as set forth below. This Limited Warranty only applies provided the flooring covered by this warranty is installed and maintained according to the Woodland Lifestyle Care and Maintenance Guide (published 2025).

PERIODS OF COVERAGE

Native Vinyl Plank 5MM, 0.7MM Wear Layer - 15-Year Commercial, 35-Year Residential / Coastal Vinyl Plank 2MM, 0.7MM Wear Layer – 15- Year Commercial, 35 - Year Residential

Definitions / To Be Covered:

“Wear” must be through the wear layer to the degree that the printed pattern is affected or altered.

“Fade” must be to the degree that the floor is permanently discoloured.

“Stain” must be from normal household cleaning agents, chemicals or routine care & maintenance.

PRE-INSTALLATION

Woodland Lifestyle warrants that its flooring is free of visual defects. You and/or your installer should carefully inspect each piece prior to 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.

INSTALLATION

This Limited Warranty covers materials and fair market-value labor if professional installation was paid for when the flooring was originally installed, and only if the flooring was installed using an approved adhesive. The use of any other adhesive during installation will void the warranty if problems/issues arise as a result of the use of an adhesive other than an approved adhesive. All other instructions contained in the current installation instructions must be followed when installing this flooring, or this warranty will be voided. Contact Woodland Lifestyle for the current installation instructions.

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 labor if professional installation was paid for when the flooring was originally installed. Labor 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 +64 308 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.

EXCLUSIONS

The following are not covered by this Limited Warranty:

- Damage caused by fire, smoke, burns, abuse, flooding, moisture, mould or mildew, spills, scratches, abrasive scouring pads, scuffing, staining (from causes not covered by the terms of this warranty), construction or installation.
- Dissatisfaction or damage due to improper installation or maintenance, including use of improper adhesives, cleaning solutions or finishes, subfloor moisture, alkalinity, hydrostatic pressure, unevenness, or irregularities. Refer to the Installation care and maintenance V5.
- for more details.
- 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.
- Exterior applications.
- Loss of gloss.
- Changes in colour or sheen from exposure to sunlight or due to the use of rubber-backed mats.
- Minor shading, colour or texture differences between samples or printed colour photographs or illustrations and the delivered product.
- Antimicrobial protection has been added to the flooring's top surface to help protect the flooring article by inhibiting the growth of odor and stain-causing mold and mildew. This protection does not extend to surrounding surfaces.
- This Limited Warranty is void if, prior to installation, this flooring is not acclimated to room temperature (between 18 - 29°C / 65 - 85°F) at the jobsite for a minimum of 48 hours and, if after installation, such flooring is not continuously maintained at such temperature.
- Flooring sold as irregulars or trial-grade materials or "as is".
- Products sold via the Internet are not covered per the warranty periods set out above, but rather come with a 1-year warranty only against manufacturing defect, Wear, Fade, and Stain, as defined herein.
- Loss due to loss of time, inconvenience, incidental expenses (such as telephone calls, labor and/or materials) incurred in the removal or reinstallation of the affected material, and any other incidental or consequential damages.

This Limited Warranty is in lieu of any other warranties, express or implied. 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.

CARE & MAINTENANCE

Instructions for the care and maintenance of Native Vinyl Plank flooring can be found in the Installation care and maintenance V5. Contact Woodland Lifestyle for the current version of this document.

Please direct any questions regarding care and maintenance to Woodland Lifestyle Customer Service at +64 308 7948 or hello@woodlandlifestyle.co.nz

WARRANTY OWNER

This Limited Warranty applies only to the original purchaser and the original installation site and is not transferable and, with respect to the residential warranty, applies only to a resident homeowner.

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

Woodland Lifestyle – Warranty Department

Unit 1, 20 Stafford Drive, Mapua 7005

For additional information, please call Woodland Lifestyle Customer Service at +64 308 7948 or visit our website at www.woodlandlifestyle.co.nz.