
Hansen Timber Warranty Terms & Conditions for SPC Flooring:

Hansen Timber Ltd complies with the Consumer Guarantees Act 1993 (CGA), ensuring all consumer rights are upheld. For products purchased for Business / Commercial use the CGA does not apply and warranties are limited as specified below. This warranty operates in addition to your rights under the CGA and other applicable laws.

Residential Use – SPC Flooring is warranted against manufacturing defects under normal residential use for 20 years.
Commercial Use - SPC Flooring is warranted against manufacturing defects for 5 years.

Warranty applies only if the product is installed indoors in an environment suitable for its design and intended use and must ensure the site has been properly prepared, the installation procedure from Hansen Timber has been followed and maintenance of floor is up to per Hansen and Industry standards for SPC Flooring.

The Warranty does not cover:

1. Fading, discoloration, gloss reduction, scratches, scuffs, stains, or minor surface imperfections resulting from regular use.
2. Issues caused by failure to follow Hansen Timber's installation and care instructions, including incorrect adhesive or substrate preparation.
3. Damage caused by flooding, extreme temperature changes, humidity, or exposure to direct sunlight. Mold or mildew growth due to excessive moisture in the environment.
4. Damage from heels, dragged objects, sharp objects, dropped items, heavy furniture, or improper use of rolling furniture. Damage from pets, misuse by children, or deliberate actions.
5. Acts of God or Force Majeure - Events such as fire, earthquakes, floods, or other natural disasters.
6. Variations and Visual Characteristics - Color or texture variations between batches or minor deviations from samples. These are natural characteristics of the product and not considered defects.
7. Costs associated with removal, reinstallation, or other incidental expenses.

The warranty applies only to the original purchaser and is non-transferable.

Hansen Timber has the right to inspect the product before processing any warranty claim. Failure to allow inspection may invalidate the warranty. If a defect is confirmed, we will, at our discretion:

1. Repair the defective product, or
2. Replace the defective product (or part) with a similar product.

Proper care and maintenance are essential to uphold the warranty. Please refer to our Care and Maintenance Guidelines on our website for more information. Warranty claims are governed by New Zealand law and subject to the jurisdiction of New Zealand courts.