

20 Year Limited Residential Warranty



Limited Warranty Program

The warranties listed below apply to pre-finished engineered Lalegno products.

Structural Warranty:

If a Lalegno engineered product should delaminate within one year of installation due to manufacturing defects, Quality Floors Ltd (QFL) will arrange for repair or replacement of the defective board(s), at QFL's cost. Should a failure occur more than one year after installation, QFL will replace defective board(s) exclusive of costs of removal of defective floor, reinstallation or refinishing. See Exclusions and Liability Limitations below.

Refinishing Warranty:

QFL warrants that Lalegno pre-finished products can be sanded and refinished up to two (2) times by removing the existing finish entirely and replacing with a new compatible finish. A professional floor refinisher must perform this process. Screening, which does not remove the surface finish entirely, can be performed numerous times over the lifetime of the product. Since QFL has no control over the actual resurfacing process, once the factory finish is altered or removed, this will void the warranty of the product.

Warranty Coverage in General:

It is imperative that all installations are done in compliance with the procedures outlined in the QFL installation instructions (see Installation Guide). Failure to install in accordance with these instructions will void all warranties.

The sole obligation and liability of QFL under our stated warranties, is to repair, replace or refinish the floor, in part or in whole. Only Lalegno floors which were professionally installed will be eligible for labour cost reimbursement. If you installed the floor yourself we will cover the cost of replacement materials only.

No warranty coverage is provided for flooring that contains obvious defects of any kind prior to installation, but was installed nonetheless.

If prior to installation you discover any flooring that has obvious defects please contact QFL immediately.

Exclusions and Liability Limitations QFL Warranty described above will not apply and QFL will not in any way be liable in the event of:

QFL cannot warrant a colour match of our products to other wood products, such as stairs, stair railings, cabinets, trims, mouldings, etc.

The floor is designed to perform in an environmentally controlled structure. Area rugs should be moved periodically to minimize the effects of ultraviolet light on hardwood floors.

Natural wood characteristics such as mineral streaks, small knots, grain variations, etc. are normal characteristics and are not construed as defects.

Nature leaves no two pieces of wood the same and colour or other variations can occur. We cannot warrant against natural variations nor the normal minor differences between colour samples and the colour of installed floors.

Only cleaning and maintenance products approved by QFL are appropriate for use on our products.

Use of Non-QFL approved cleaners and maintenance products or any oil soap or ammonia- based cleaners will void all warranties. For a current list of approved products please call +64 9 443 0747.

The warranty does not cover damage arising from accidents abuse, high heels, grit, scratches, or dents.

The warranty does not cover natural colour changes to any products, which result from UV light.

QFL's warranty excludes and will not pay consequential or incidental damages associated with any warranty claim. Repair, refinish or replacement (or a refund of purchase price) of flooring material, are the sole remedies.

The warranty does not cover insect infestation, scratches or stains caused by domestic pets. Moisture related issues caused by the subfloor, trades people or faulty appliances are not covered under this warranty.

All warranties are limited to the original purchaser only. The use of putties during and after the installation of hardwood flooring is considered normal and is not cause for a claim against this warranty.