



ECO RESILIENT FLOOR | ENGINEERED TIMBER | TIMBER | DECKING | LAMINATE FLOOR

10 Years Limited Warranty

Eco Fusion Deck CoExtrude

THIS LIMITED WARRANTY APPLIES TO PRODUCTS INSTALLED EVERYWHERE IN SINGAPORE, ALL PRODUCTS INSTALLED IN LOCATIONS WHERE THIS LIMITED WARRANTY DOES NOT APPLY ARE SOLD “AS IS” AND WITHOUT WARRANTY OF ANY KIND, INCLUDING ANY IMPLIED WARRANTY OR CONDITION OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

This warranty is given to the purchaser, residential or commercial as the case may be, of Products. The Floor Gallery warrants to Purchaser that, the Term, under normal use from an authorized TFG product distributor, that: Products will not check, split, splinter, rot, or suffer structural damage from termites or fungal decay when used in conjunction with an above ground application in a residential structure, under normal residential use and is installed and maintained according to manufacturer’s guidelines.

In this Limited Warranty certain capitalized words have specific meanings

“Products” means Eco Fusion Deck CoExtrude Decking purchased from a TFG authorized dealer

“Owner” means the owner of the real estate at the time the Products are installed on that real estate. If you purchase a new residence and are the first person to occupy the residence, TFG will consider you to be the Owner if the Products are installed as part of the construction of that

“Purchaser” means the original purchaser of the retail purchase of the Products

“Residential Purchaser” means a single-family residential homeowner

“Commercial Purchaser” means any Purchaser other than a single-family residential homeowner.

“Term” means period of ten years (Residential) & (Commercial) from date of the original purchase, residential or commercial as the case may be

Fasteners:

This warranty does not extend to fasteners that are not supplied by TFG. This warranty excludes rust. For best results, use only TFG branded or approved TFG and/or hidden fasteners that are specifically designed to provide optimum performance when used with TFG deck boards. The use of other types of fasteners may void the TFG warranty if it is determined that deck board failures resulted from the use of a nonapproved fastener.

Installation:

This warranty does not cover costs of installation, removal, or reinstallation, including but not limited to labor and freight. TFG’s sole obligation is limited to replacement of the products, and TFG shall have no further liability of obligation except as expressly stated herein. In no event will TFG be liable for any incidental, special, indirect or consequential damages resulting from any defect in the Products supplied, including but not limited to damage to property. Some states do not allow the exclusion or limitation of incidental or consequential damages. So the above limitation may not apply to you.



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Obtaining Warranty Coverage:

If Purchaser/Owner discovers a defect in the Products during the Term, Purchaser/Owner must, within thirty (30) days from the discovery of the alleged defect but no later than the end of the Term, notify TFG in writing, at the company's address or email. Immediately upon discovering any possible defect in the Products, the Purchaser/Owner must immediately make temporary repairs at the Owner's expense to protect all property that could be affected. The Owner must allow TFG to enter the property into which the Products are installed to inspect the possibility of a defect in the Products.

Purchaser must include in this notification, proof of purchase and a statement explaining the defect and date the Product was installed. TFG may request additional information. After reviewing all information, TFG will determine regarding the validity of such claim. If TFG determines that Purchaser's claim is valid, TFG will, at its option, either replace the defective Products or refund the portion of purchase price paid by Purchaser for such defective Products (not including the cost of its initial installation).

10-Year Stain Resistance Limited Warranty: The Products are also covered by a 10-year Stain Resistance Limited Warranty. The Products are resistant to permanent staining from spills of food and beverage items include mustard, ketchup, barbecue sauce, canola oil, tea, coffee, wine, fruit punch, and sodas, so long as such substances are promptly removed from the Products in accordance with TFG's written care and cleaning instructions for Products and are not rubbed into the Product and the spill has not also contacted another material causing a chemical reaction. TFG does not warrant the Products to be stain proof, and does not warranty stain resistance resulting from spilled or otherwise applied food and beverage substances which are not properly and promptly cleaned as provided in TFG's written care and cleaning instructions or which have been rubbed into the Products. The Limited Warranty does not cover any staining or damage to the Products caused by abrasive compounds of acidic and basic pH, mold/mildew, tobacco smoking, including, but not limited to, cigarette burns, cigarette ash, cigar burns, cigar ash, paints or stains, solvents, metallic rust or other abnormal residential deck use items, and non-food and non-beverage substances, including, but not limited to biocides, fungicides, insect repellent./insecticides, plant foods or bactericides, motor oil and suntan/sunscreen lotion.

Claims Regarding Stain Resistance:

If the Owner is making a claim relating to the Limited warranty on stain resistance, the Owner must do all the following:

- (1) Attempt to clean the affected area of the Products by using the cleaning procedures described in TFG's written care and cleaning instructions promptly after the exposure of the food or beverage to the surface of the Products.
- (2) If, after completing step one (1) above, the affected area remains reasonably visible, then the Owner must have affected area of the Products cleaned by a professional deck cleaner at the Owner's expense within one (1) week of the exposure of the food or beverage to the surface of the Products.
- (3) If, after completing step 1 and 2 above, the affected area remains reasonably unsatisfactory, the Owner may make a claim under this Limited Warranty as provided herein, provided that such claim is made within thirty (30) days after the professional cleaning is completed.



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Exclusions from Warranty Coverage:

TFG does not warrant against and is not responsible for, and no implied warranty shall be deemed to cover, any condition attributable to:

- (1) Improper installation of TFG products and/or failure to abide by TFG's installation guidelines, including but not limited to, improper gapping.
- (2) Use of Products beyond normal use, or in an application not recommended by the TFG installation guidelines and local building codes.
- (3) Movement, distortion. Collapse or setting of the ground or the supporting structure on which the Products are installed.
- (4) Any act of God (such as flooding, hurricane, earthquake, lightning, etc.), environmental condition (such as air pollution, mold mildew, etc.) or staining from foreign substances (such as dirt, grease, oil, etc.)
- (5) Variations or changes in color of Products.
- (6) Normal weathering due to exposure to sunlight, weather and atmosphere which can cause colored surfaces to, among other things, flake, chalk, or accumulate dirt or stains.
- (7) Improper handling, storage, abuse or neglect of Products by Purchaser, the transferee or third parties.
- (8) Any fasteners not supplied by TFG.
- (9) Ordinary wear and tear.
- (10) Staining or discoloration due to foreign substances not covered in the "10-year Stain Resistance Limited Warranty" including, but not limited to, food or beverages not promptly and properly cleaned, rubbed in food stains, stains caused by interactions with another item, such as metal furniture, stains not covered under this Limited Warranty or chemicals found in cleaners not covered under this Limited Warranty.

DISCLAIMER OF WARRANTIES: EXCEPT FOR (1) THE EXPRESS WRITTEN WARRANTY CONTAINED HEREIN, AND, (2) THE 10 YEAR LIMITED STAIN RESISTANCE WARRANTY APPLICABLE TO EFD DECKING ONLY (WHICH IS IN ADDITION TO THE WARRANTY CONTAINED HEREIN), TFG MAKES NO OTHER WARRANTIES, GUARANTEES OR INDEMNITIES, WHETHER EXPRESS OR IMPLIED, ARISING BY LAW, COURSE OF DEALING, USAGE OF TRADE, CUSTOM OR OTHERWISE, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTY OF MERCHANTABILITY AND IMPLIED WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE, AND ALL SUCH OTHER WARRANTIES, GUARANTEES AND INDEMNITIES ARE HEREBY DISCLAIMED, OVERRIDDEN AND EXCLUDED FROM THIS TRANSACTION FOR THE WARRANTY TERM AND BEYOND THE WARRANTY TERM.

LIMITATION OF REMEDIES AND EXCLUSION OF CONSEQUENTIAL AND INCIDENTAL DAMAGES. TFG'S LIABILITIES ARE LIMITED SOLELY AND EXCLUSIVELY TO THE OBLIGATIONS SPECIFICALLY UNDERTAKEN HEREIN. AND UNDER NO CIRCUMSTANCES WILL TFG BE LIABLE OR OBLIGATED FOR ANY INCIDENTAL, CONSEQUENTIAL, INDIRECT, SPECIAL, PUNITIVE, OR ANY OTHER DAMAGES OF ANY KIND WHATSOEVER (INCLUDING, BUT NOT LIMITED TO, LOST PROFITS, LOST SALES, LOSS OF GOODWILL, USE OF MONEY, USE OF GOODS, STOPPAGE OF WORK, OR IMPAIRMENT OF ASSETS). WHETHER FORSEEABLE OR UNFORSEEABLE, ARISING OUT OF BREACH OR FAILURE OF EXPRESS OR IMPLIED WARRANTY, BREACH OF CONTRACT, FRAUD, MISREPRESENTATION, NEGLIGENCE, STRICT LIABILITY IN TORT OR OTHERWISE, EXCEPT AND ONLY TO THE EXTENT THIS LIMITATION IS SPECIFICALLY PRECLUDED BY APPLICABLE LAW OF MANDATORY APPLICATION. TFG'S LIABILITY WITH RESPECT TO DEFECTIVE PRODUCTS SHALL IN NO EVENT EXCEED THE REPLACEMENT OF SUCH PRODUCTS OR REFUND OF THE PURCHASE PRICE, AS DESCRIBED ABOVE.



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Miscellaneous: This writing is understood and intended to be the final expression of the parties' agreement and is a complete and exclusive statement of the terms and conditions with respect thereto, superseding all prior agreement of representations, oral or written, and other communication between the parties relating to the subject matter of this agreement. This warranty may not be altered or amended except in a written instrument signed by TFG and Purchaser or permitted transferee. No agent, employee or any other party is authorized to make any warranty in addition to that made in this agreement and TFG shall not be bound by any such statements other than those contained in this warranty.

| The Floor Gallery Eco Fusion Deck CoExtrude 10 Years Limited Warranty | |
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| Year of Claim | Recovery |
| 0 – 5 | 100% |
| 6 – 10 | 50% |