

WARRANTY

Product Name: LOOM+® Woven Design Flooring

Thickness: 5.0mm / 3.0mm

Dimension: Standard sizes (250 x 1000 mm / 500 x 500 mm / 500 x 1000 mm)

Commercial	<u>10 years</u> commercial wear limited warranty
Residential	<u>15 years</u> residential wear limited warranty

Above warranty period can be applied only when a customer follow LOOM+® installation & maintenance guide.

1. Installation

This Limited Warranty covers material costs provided that such flooring is installed complying with LOOM+® Installation & maintenance guideline.

2. Terms for Warranty

If a defect covered by this Limited Warranty is found within the warranty period, the manufacturer will supply new flooring material of similar colour, pattern, and quality to replace the defective area.

3. Warranty Exclusions

- 1) Dissatisfaction or damage due to improper installation or maintenance.
- 2) Damage caused by fire or burns, intentional abuse, flooding, construction, or installation.
- 3) Damage caused by vacuum cleaner beater bar, indentations or damage caused by improper rolling loads, caster wheels, chairs or other furniture without proper floor protectors and cuts from sharp objects.
- 4) Surface scratches or scuffing.
- 5) Shades from exposure to sunlight or due to use of rubber-backed mats.
- 6) Loss of gloss.
- 7) Minor shading, colour or texture differences between samples or printed colour photographs or illustrations and delivered product.
- 8) If, prior to installation, this flooring is not acclimated to room temperature (between 65°F (19°C) ~ 85°F(30°C)) at job site between 24 ~ 48 hours and, if post-installation, such flooring is not continuously maintained at such temperature, this warranty is void.
- 9) Loss due to loss of time, inconvenience, incidental expenses (such as telephone calls, labour and/or materials) incurred in the removal or reinstallation of the affected material, and any other incidental or consequential damages.

4. Proper Maintenance

- 1) Most dirt comes from outdoors. Installing well suited doormats at the entranceways will prevent 80% of the potential dirt and moisture from penetrating the premises. To remain effective, doormats should be vacuumed daily.
- 2) Legs on furniture with angular or dirtying edges or that must support heavy weights (large cabinets or tables) should be placed on smooth protective pads to avoid damage to the flooring.
- 3) Choose colour carefully based on where the flooring will be used.
- 4) Never use acetone or polish on flooring.
- 5) For daily cleaning, we recommend vacuum cleaning.