SAVANNAH LIMITED PRODUCT WARRANTY

The Floor Gallery Pte Ltd (TFG) warrants that its Savannah Engineered Wood flooring shall be free from manufacturing defects and delamination **for ten (10) years for residential applications** and **five (5) years for commercial applications** from the date of completion of work, provided the flooring is installed, maintained and used in accordance with TFG's installation and maintenance guidelines.

Products with visible defects must not be installed and should be returned to the dealer for inspection and replacement prior to installation. Installation constitutes acceptance of the product, and no claims relating to appearance, grade or colour will be accepted after installation.

CONDITIONS FOR WARRANTY TO BE EFFECTIVE

- Flooring must be properly stored before installation in accordance with TFG's installation instructions.
- Product must be installed for indoor use only.
- Installation must follow TFG's recommended installation method.

WARRANTY EXCLUSIONS

- Natural wood characteristics including mineral streaks, knots, grain and colour variations.
- Expansion and contraction caused by temperature or humidity changes.
- Natural colour changes due to sunlight or UV exposure.
- Damage caused by scratches, dents, impact, negligence, insects, animals or high-heeled shoes.
- Damage caused by water, moisture, flooding, plumbing leaks, seepage, excessive humidity, condensation or any other form of water intrusion.
- Stains caused by chemicals or industrial products.
- Improper alteration or modification of the product.
- Gloss reduction from normal wear and tear.

HOW TO CLAIM ON THIS WARRANTY

If you wish to make a claim, please send all invoices, photos of defects and supporting documents to warranty@thefloorgallery.sg. We will review and keep you informed if the warranty conditions apply. During the review, this may involve inspecting the premises where the products have been installed and removing samples for technical analysis.

This Warranty is made solely to the original purchaser of Savannah Engineered Wood and is not transferable under any circumstances. Warranty begins on the date of completion of work. This warranty is expressly in lieu of any other expressed warranty whether oral or written. No representative, employee or agent of the manufacturer, or any other person, is authorised to assume additional liability or responsibility in connection with the products.

The Floor Gallery Pte Ltd | 1 Tampines North Drive 1, T-Space #02-41, Singapore 528559
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This Warranty shall not cover and TFG shall not be responsible for costs & expenses incurred with respect to the removal of defective products or the installation of replacement materials, including but not limited to, labour, plywood backing, freight or any associated costs.

TFG's sole obligation is limited to replacement of the Product, and TFG shall have no further liability or 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 Product supplied, including but not limited, to damage to property. Liability under this warranty shall not exceed the original purchase price of the flooring.

For further clarification, please write to warranty@thefloorgallery.sg.

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