

WARRANTY

10 YEAR MANUFACTURING AND STRUCTURAL WARRANTY

Authentic Wood Series by manufacturer warrants to the original purchaser that its flooring will remain free from manufacturing defects in milling and coating, delamination and grading for 10 years as the original purchaser own the floor. These warranties which begin from the date of purchase, apply only to the products used indoors in residential application and are valid only in Singapore. Products thought to be defective by the person doing the installation should be returned to the dealer for inspection and possible replacement PRIOR TO INSTALLATION. We practice one for one exchange prior to installation. Installation implies acceptance. No warranty will be offered or appearance related claims such as grade or colour once the product is installed.

CONDITIONS FOR WARRANTY TO BE EFFECTIVE

Manufacturer will honour the claims under this warranty if the following conditions are satisfied:

- At all times between the purchase and installation the floor must be properly stored in accordance to the installation instructions by your dealers.
- The product is installed indoors for residential usage.
- The flooring must be installed in accordance with the recommended installation method by the dealers.

WARRANTY EXCLUSIONS

This limited warranty shall not apply to damage to the engineered hardwood floor or to the finish arising from the following:

- Natural wood characteristics such as mineral streaks, small knots and grain variations are normal and natural characteristics and shall not be construed as defects. NO TWO PIECES of wood are the same and colour or other variations will occur. Manufacturer does not guarantee against natural variations, or the normal difference between colour samples and installed floors.
- Expansion and contraction of the engineered wood flooring due to temperature and humidity changes shall not be considered defects.



LUXURIOUS RESILIENT VINYL FLOOR | ENGINEERED TIMBER | DECKING | LAMINATE FLOOR

- Natural colour changes due to full or exposure to sunlight is not covered by this warranty.
- Indentations, scratches or damage caused by negligence, water moistures and saturation, insects, animals and high heeled spiked shoes are not covered by this warranty.
- Stains as a result of chemical or industrial products are not covered under this warranty.
- Improper alteration of the original manufactured product will void this warranty.
- This warranty does not cover damage caused by moisture penetration, flooding, leaking plumbing, overflow sinks etc.
- Gloss reduction is considered wear and tear and not covered under this warranty.
- Colour shades variation is not considered defects under this warranty.

LIMITS ON DAMAGE

In no event shall manufacturer or its dealers be liable for any direct, punitive, indirect, commercial, economic, incidental, consequential or special damages arising from use or loss of use or the performance or non-performance of our product from a breach of this warranty. Manufacturer UNDER NO CIRCUMSTANCES WILL BE HELD DIRECT, INCIDENTAL, OR CONSEQUENTIAL DAMAGES. UNDER NO CIRCUMSTANCE WILL OUR LIABILITY OR REFUND INCLUDE THE INSTALLATION COSTS OR ANY AMOUNT BEYOND THE SELLERS ORIGINAL COST OF THE WOOD FLOOR.