



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

## **WARRANTY**

The manufacturer certifies that the product complies with ASTM F1700 standard and warrants the product to be free from manufacturing defects, **for 20 years residential application and 15 years commercial application**, from the date of purchase, provided that the TFG Installation System is adhered to strictly.

## **INSTALLATION**

The Floor Gallery (TFG) warrants the installation integrity of these products for one (1) year from the date of completion. Installation integrity means that the products are installed according to the TFG Installation System. Floors must be installed according to the recommendations contained in the installation guide that is current and available at the time of installation.

## **WORKMANSHIP (FOR SUPPLY ONLY)**

TFG does not warrant installers' workmanship for supply only orders. Workmanship errors shall be directed to the contractor/s who undertakes the installation of the floor.

TFG vinyl floor should be professionally installed by contractors or installers who have demonstrated expertise in installing commercial / residential floors. Contractor or installer should carefully inspect the product(s) before installation for any visual, manufacturing, colour or dimension defects. We accept no responsibility where a product with visible defects has been installed.

## **HOW TO CLAIM ON THIS WARRANTY**

Should you observe any defects during the stipulated warranty period, please contact us @ [warranty@thefloorgallery.sg](mailto:warranty@thefloorgallery.sg).

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



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## POINTS TO NOTE

Prior to Installation:

Any uncut pieces that appear to have defects should be returned to the original place of purchase; those pieces that do not meet the specifications will be replaced.

Installation to be done strictly in accordance with TFG Installation System.

If the floor shows any wear or faults while the product is still in its packaging, the owner shall immediately inform the dealer from whom the product was purchased. TFG will then do as follows:

- Deliver new floor panels to replace the damaged items – in the same or similar colour, design and quality.
- Alternatively, refund the purchase price as paid when the product was originally bought, if we cannot replace the damaged panels with new items, or if repair is not viable from an economic viewpoint or cannot be carried out within a reasonable time.

## EXCLUSIONS TO THIS WARRANTY:

- Dissatisfaction due to improper installation or maintenance of the floor products. For additional information for proper installation and maintenance, please review the information on the product packaging or the Installation and Maintenance brochure.
- Damages resulting from misuse or abuse including, but not limited to, scratches, cuts, burns, stains, indentations, improper or insufficient maintenance, use of steam cleaners and lack of proper floor protector.
- Floor products sold as irregulars or second quality or sold “as is”.
- Colour variations between samples or printed illustrations and the actual production runs.
- Discoloration due to use of rubber-backed mats, coco-fiber mats, solvent-based solvents or cleaners or tracked in asphalt.
- Reduction of gloss from use.
- Cost of installation or removal for products installed with defects obvious and visible before the installation.
- Commercial or Residential installations with heavy wheeled vehicle traffic that permanently indents or damages the flooring.
- On LVT products installed in areas where direct sunlight strikes floor.
- The performance or the application of any embossing leveler that may be used.
- TFG reserves the right to final judgment regarding claim approval.



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This warranty is made solely to the original purchaser of Vinyl flooring products and is not transferable under any circumstances. Warranty begins on date of purchase. 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 authorized to assume for the manufacturer any additional liability or responsibility in connection with the products. Consequently, agents, employees, distributors, and dealers of the manufacturer are not authorized to make modifications to this limited warranty, or additional warranties on behalf of the manufacturer. Accordingly, additional statements such as dealer advertising or presentations, whether oral or written, do not constitute warranties by the manufacturer and should not be relied upon.

For any further clarifications required, please write in to [warranty@thefloorgallery.sg](mailto:warranty@thefloorgallery.sg)