



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

### **LIMITED WORKMANSHIP WARRANTY**

The Floor Gallery Pte Ltd warrants the workmanship of your floor installation for twelve (12) months upon the completion of work. All workmanship is guaranteed to be first quality. Should any defects due to faulty workmanship become apparent, The Floor Gallery Pte Ltd will correct the problem free of charge.

Product defects are covered by the manufacturer's warranty.

The warranty covers only the installation provided by The Floor Gallery Pte Ltd and does not extend to damage caused by abuse, neglect, improper use or maintenance, insufficient protection, not maintaining proper humidity conditions etc.

This Limited Warranty does not cover the following items:

- Any installation defect that was apparent or ascertainable at the time the work was completed but was not highlighted to The Floor Gallery Pte Ltd.
- Damage related to subsequent alterations, misuse or abuse of the covered items by any person other than the independent contractor.
- Damage resulting from fires, storms, electrical malfunctions, accidents, floods, sub-grade moisture conditions, leaks or acts of God.
- Damage related to customer's failure to observe any maintenance instructions / recommendations from the manufacturer with respect to the product, including without limitation failure to control humidity and temperature levels within the home;
- Any item furnished by the customer.

*\*For workmanship on decking products, the following warranty period will apply:*

- 1) Using Balau batten structure – 1 year*
- 2) Using Chengal batten structure – 2 years*
- 3) Using Aluminium batten structure – 3 years*

If a problem with the installation develops during the warranty period, please contact The Floor Gallery Pte Ltd with the proof of purchase at [warranty@thefloorgallery.sg](mailto:warranty@thefloorgallery.sg). The written notice should include the following information: Invoice #, the customer's name, address and telephone numbers and a description of the nature of the problem along with a few pictures.

Any warranty work will be done during normal working hours except where a delay will cause additional damage. The customer agrees to provide access to the house and to make available during the work a responsible adult with the authority to approve the warranty work and confirm satisfactory completion of the warranty work.