ECO FUSION DECK / DECKÁDECK (COEXTRUDE) LIMITED PRODUCT WARRANTY

The manufacturer warrants the product against product defects including splintering, rotting, termite attack and fungal decay under **residential use for ten (10) years** and **commercial use for five (5) years** from the date of completion of work, provided the products are installed and maintained in accordance with TFG's installation guidelines and are used in normal above-ground applications in Singapore.

PRO-RATED PRODUCT WARRANTY

This warranty is provided on a pro-rated basis over the applicable warranty period. For approved warranty claims, replacement products will be provided according to the applicable warranty coverage percentage set out in the schedule below.

The applicable warranty coverage shall be determined based on the elapsed time from the original date of purchase, supported by valid proof of purchase.

Warranty Period	Residential Coverage	Commercial Coverage
Year 1	100%	100%
Year 2	90%	80%
Year 3	80%	60%
Year 4	70%	40%
Year 5	60%	10%
Year 6	50%	
Year 7	40%	
Year 8	30%	
Year 9	20%	
Year 10	10%	

WARRANTY EXCLUSIONS

- Improper installation or failure to follow TFG's installation guidelines.
- Minor height differences between adjacent decking boards of up to 2 mm, where within the specified installation tolerance, are considered acceptable and shall not be regarded as a defect for a warranty claim.
- Improper storage, handling, abuse, neglect or misuse.
- Movement or settlement of the supporting structure or subframe.
- Acts of God including flooding, storms, lightning or earthquakes.
- Normal weathering, fading and colour variation.
- Ordinary wear and tear.
- Damage caused by chemicals, stains, oils, solvents or foreign substances.
- Use of non-approved fasteners.

The Floor Gallery Pte Ltd | 1 Tampines North Drive 1, T-Space #02-41, Singapore 528559
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HOW TO CLAIM ON THIS WARRANTY

The Customer shall notify TFG in writing within thirty (30) days of discovering an alleged defect. 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.

TFG reserves the right to make the final decision on all warranty claims.

This Warranty is made solely to the original purchaser of ECO FUSION DECK COEXTRUDE / DECKÁDECK and is not transferable under any circumstances. Warranty begins on the date of completion of work for supply & install contracts. 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.

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, transportation, freight or any associated costs.

TFG's sole obligation is limited to the replacement of the Product, or at its discretion, to replace the defective product with a comparable product of equal value if the Product has been discontinued. 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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