



FLOOR DEPOT PRODUCT WARRANTY - HYBRID FLOORING- 7 LONG SERIES

Customer Name:	
Invoice Number:	

The Warranties described below are given to the FIRST PURCHASER/ OWNER only and subject to the procedures, limitation, disclaimers and exclusions set forth herein.

**HYBRID FLOORING PRODUCT WARRANTY TERMS & CONDITIONS (T&C)**

FLOOR DEPOT provides following HYBRID FLOORING product warranty terms:

- If a claim under FLOOR DEPOT Product Warranty is accepted, FLOOR DEPOT will provide material as replacement of the affected area and affected boards only.
- FLOOR DEPOT will provide the material in the original décor, color or species if available and of equal or greater value if the original is not available.
- FLOOR DEPOT does not authorize any person to create for it any other obligation or liability in connection with this product.
- This warranty is not transferable. It extends to the original and first end-customer.
- Any warranty claim must be made in writing within 30 days after it has been detected. To make a claim, contact FLOOR DEPOT at 1800-88-7585.
- Proof of purchase is required when requesting warranty service. You must present or send to FLOOR DEPOT's Authorized Personnel your sales receipt or other documents that establish proof and date of purchase.
- Any controversy arising out of or relating to this warranty shall be governed by and in accordance with the substantive Law of Malaysia.
- FLOOR DEPOT SHALL NOT BE LIABLE TO THE PURCHASER OR ANY OTHER PERSON FOR ANY INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES, ARISING OUT OF THE BREACH OF THE WARRANTY OR ANY IMPLIED WARRANTY (INCLUDING MERCHANTABILITY).
- THIS WARRANTY CONSTITUTES THE ENTIRE AGREEMENT SHALL BE VALID UNLESS IN WRITING AND SIGNED BY FLOOR DEPOT'S AUTHORIZED PERSONNEL.

FLOOR DEPOT provides following HYBRID FLOORING - 7 LONG Series product warranty conditions:

**LIFETIME WATER DAMAGE AND TERMITE DAMAGE WARRANTY**

**15 YEARS RESIDENTIAL AREA/8 YEARS LIGHT COMMERCIAL AREA LIMITED PRODUCT'S STRUCTURAL INTEGRITY WARRANTY**

FLOOR DEPOT provides a limited 15 years residential area/8 years light commercial area structural integrity warranty warranting that the floorboard will remain free from manufacturing defects in lamination, assembly and milling.

**15 YEARS RESIDENTIAL AREA/8 YEARS LIGHT COMMERCIAL AREA LIMITED PRODUCT'S STAIN WARRANTY**

FLOOR DEPOT provides a limited 15 years residential area/8 years light commercial area stain warranty for the floorboard. This warrant that no stained are visible on the floorboard surface due to the following substances: acetone, hand-cream, fruit and vegetable drinks, fats, coffee, cola drinks, nail lacquer or similar products.

**15 YEARS RESIDENTIAL AREA/8 YEARS LIGHT COMMERCIAL AREA LIMITED PRODUCT'S SURFACE WEAR & TEAR WARRANTY**

FLOOR DEPOT provides a limited 15 years residential area/8 years light commercial area surface wear & tear warranty for the floorboard surface wear layer will not peel off, wear through, or delaminated. The affected area should be visible from a standing position and cover a minimum area of 1/2 square inch / 1 square centimeter. Floorboard edges peel off, wear through and delaminated shall not be considered covered under this warranty.

Residential/Commercial Application: For purposes of this warranty, a "residential application" shall refer to an installation of the flooring on an individual residence, and a "commercial application" shall refer to any installation of the flooring other than on an individual residence.

All FLOOR DEPOT HYBRID FLOORING Warranty is limited warranties made subject to the following conditions:

- The floorboard must be installed and maintained in accordance with the instructions that accompanied the product. Improper sub-floor / surface preparation, installation or application will void this warranty.
- The floorboard may only be used according to the recommended level of use which is for light, moderate and heavy residential areas.

**Important Note: All FLOOR DEPOT HYBRID FLOORING being a living products will continue to expand and contract during seasonal and temperature changes. Products when properly installed may experience slight separation between boards. If minor separations do occur (max tolerance +-2MM), they are not covered by this warranty.**

This warranty does not cover damages caused by the following situations:-

- Accidents, abuse or misuse of the floor: e.g. surface damage caused by dropping/dragging sharp/heavy objects.
- Exposure to extreme temperatures, example electrical underfloor heating.
- Installation of product with visible manufacturing defects.
- The flooring panels were not installed according to the manufacturer's recommended instruction. (i.e. outdoor).
- The correct underlay and/or vapor barriers have not been used as required for the subfloor in question.
- The floor was not maintained or used properly according to the recommended usage or maintenance procedures, e.g. floor cleaning with excessive water, industrial solvents, etc.
- Flooring panels warping, cupping or crowning due to heavy objects placed on top or the flooring panels being nailed or glued to sub floor which limited its movement.
- Flooding caused by plumbing failures or natural causes.
- Fading caused by direct ultra violet radiation from direct sunlight exposure.
- If an expansion profile is not used on doorways between rooms or in area greater than 10m in the direction of length of the individual flooring planks & 5m on width direction of the room.
- Flooring panels installed in saunas or bathrooms or outdoor (areas prone to frequent & excessive water exposure).
- Trapped water underneath the flooring panels or underlay caused by air condition leakage, etc.
- Office chairs must be fitted with soft wheels / castors or if nylon castors are being used, use protective mats/rubber pads underneath the chair.
- Flooring panels used in places where the traffic exceeds the utility class that is recommended.
- Surface defects that can only be seen from an angle source of light.
- Flooring panels damaged during renovations work by others.
- Gapping after installation not more than 2mm - As HYBRID FLOORING is a living material (inherent hygroscopic properties), gaps can appear on the joints due to seasonal variation or exposure to excessive water.
- Improper handling, storage, abuse or neglect by Purchaser.
- Ordinary wear and tear.

UNDER NO CIRCUMSTANCES WILL FLOOR DEPOT BE LIABLE FOR SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES, WHETHER SUCH DAMAGES ARE SOUGHT IN CONTRACT, IN TORT (INCLUDING BUT NOT LIMITED TO NEGLIGENCE AND STRICT LIABILITY) OR OTHERWISE, AND FLOOR DEPOT'S LIABILITY WITH RESPECT TO DEFECTIVE CD SHALL IN NO EVENT EXCEED THE REPLACEMENT OF SUCH CD OR REFUND OF THE PURCHASE PRICE, AS DESCRIBED ABOVE.

- > **The warranty is valid for 1 (ONE) TIME CLAIM only within the warranty cover period.**
- > **FLOOR DEPOT reserves all rights to interpret the warranty claims and amend the T&C without prior notice.**

**Liability can be claimed when,**

- The defect could not be noticed prior to installation of the floorboard.
- The defect is reported to FLOOR DEPOT in written form within 30 days after it has been noticed.
- The written complaint has to be accompanied by order confirmation from FLOOR DEPOT for the product in question.
- FLOOR DEPOT is allowed to check the said-to-be-defective floorboard on site.

**Within the scope of this warranty, FLOOR DEPOT has the sole discretion of**

- To deliver to the original point of sales any replacement material up to the current value\* of the defective floorboard.
- If the identical decor or species is not available, a suitable replacement will be delivered at FLOOR DEPOT sole discretion.
- This warranty covers a replacement of the affected material only; it does not cover associated labor costs or any other related extra costs.

\* The current value is the original price, minus 10% for every 6 months period elapsed since the purchase of the floorboard.  
\* Any warranty claims accepted do not prolong the total warranty period counted from the date of the purchase.

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