



### FLOOR DEPOT – 3G REAL VENEER LAMINATE WARRANTY

**Dear Valued Customer:**

We appreciate your business and would like to take this opportunity to tell you what you need to know to ensure your purchase provides you with years of satisfaction. To help us serve you better, we require that you print out and send to us your product warranty within **60 days from date of purchase**.

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

**FLOOR DEPOT 3G REAL VENEER WARRANTY TERMS**

FLOOR DEPOT provides following 3G REAL VENEER terms:

- If a claim under FLOOR DEPOT 3G REAL VENEER Warranty is accepted, FLOOR DEPOT will spot repair or replace at its option, the affected flooring material. This warranty covers spot repair and replacement of affected materials only.
- FLOOR DEPOT will spot replace the floorboard(s) in the original décor or species if available and of equal or greater value if the original is not available.
- Replaced floorboards are warranted for remainder of the original warranty period. The above remedy is the customer's sole and exclusive remedy for claims under warranty.
- 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 Authorised Personnel your sales receipt or other documents that establish proof and date of purchase.

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 DEPOTS' AUTHORIZED PERSONNEL.

**FLOOR DEPOT 3G REAL VENEER WARRANTY CONDITIONS :**

FLOOR DEPOT provides following K2N warranty conditions that covers the following criteria:-

**• 15/5 YEARS LIMITED PRODUCT STRUCTURAL INTEGRITY WARRANTY**

FLOOR DEPOT provides a Limited 15/5 Years Structural Integrity Warranty warranting that the floorboard will remain free from manufacturing defects in lamination, assembly and milling.

**• 15/5 YEARS LIMITED PRODUCT STAIN WARRANTY**

FLOOR DEPOT provides a Limited 15/5 Years 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.

**• 15/5 YEARS LIMITED PRODUCT FINISH AND WEAR WARRANTY**

FLOOR DEPOT provides a Limited 15/5 Years Finish and Wear Warranty for the surface wear layer will not peel off, wear through, or delaminate. The affected area should be visible from a standing position and cover a minimum area of 1/2 square inch / 1 square centimetre. Floorboard edges peel off, wear through and delaminate shall not be considered covered under this warranty.

**FLOOR DEPOT 3G REAL VENEER WARRANTIES EXCLUSION:**

All FLOOR DEPOT 3G REAL VENEER warranties are 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. There are two types of period of warranty according to the Use Class.
  - a) For light, moderate and heavy residential areas is warrant for 15 years.
  - b) For light and moderate commercial areas is warrant for 5 years.

**Important Note: All FLOOR DEPOT 3G REAL VENEER 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 floor was not installed according to the manufacturer's recommended instruction.
- 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.
- Flooding caused by plumbing failures or natural causes.
- Fading caused by direct ultra violet radiation from direct sunlight exposure.
- If an expansion joint profile is not used on doorways between rooms or in area greater than 12m in the direction of length of the individual flooring planks & 7m on width direction of the room.
- Floor in installed in saunas or bathrooms (areas prone to 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.
- Gaps after installation - As wood is a living material (inherent hygroscopic properties), gaps can appear on the joints due to seasonal variation or exposure to excessive water.

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

- To spot repair the defective floorboard at no charge, or
- 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 labour costs or any other related extra costs.

\*The current value is the original price, minus 10% for every 6 month 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.

**This Warranty supersedes all previous Warranties.**

Full Name : (as per Invoice)	_____	Contact No :	_____
Email :	_____		_____
Site Address :	_____		_____

I have read and understand the terms and conditions set out in this Agreement and agree to be bound by these terms and conditions.

\_\_\_\_\_  
(Signature)

\_\_\_\_\_  
(Date)

\*Please fill up this warranty and mail to [ enquiry@floordepot.com.my ] Or fax to [ +603-8062 8577 ]