

This is a warranty to certify that

Mr/Mrs/Ms. \_\_\_\_\_

Address \_\_\_\_\_

has purchased **Floorezt Laminate Flooring**

**Dear Customer,**

We thank you for choosing **Floorezt Laminate Flooring**. You can be assured that this product has been manufactured according to international standards and has been conformed to strict Quality Control. We wish you many years of true enjoyment.

**Warranty Conditions**

For claims on surface wear-through, an area on the floor panel is considered worn-through only if the worn-through area is more than 1cm<sup>2</sup> and the decorative layer has been exhausted until the core material is visible.

In the event of a claim, defects will be replaced with goods of similar value, at no cost to the customer, i.e. repair or replace the damaged products only. If the original design is no longer available, the flooring will be replaced with another design of equal value.

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

- Accidents or misuse of the floor or mechanical damages caused by dropping objects
- The floor was not maintained or used properly according to the recommended usage or maintenance procedures
- Flooring caused by plumbing failures or natural causes

**Floorezt Laminate Floors' Lifetime Warranty for:**

1. **Workmanship.** The workmanship is installed to its highest level and to the completion and satisfaction of the purchaser.
2. **Product Quality.**
  - **Wear Resistant** (Conforming to EN438-2-6)  
The floor's laminate wood surface will not wear through.
  - **Fade Resistant** (Conforming to EN 438-2-16)  
The floor's colour will not fade as a result of indirect sunlight or electric light.
  - **Stain Resistant** (Conforming to EN438-2-15)  
The floors will not be stained by substance that is normally found in a domestic environment.
3. **Termite Resistance (\*Valid for HDB only).** For properties other than HDB, termite resistance warranty is only valid for 1 year from the date of installation.

**Maintenance & Care**

- Remove dust and dirt with a broom, vacuum cleaner or a dust-absorbent cloth
- For a slightly dirty floor, use a moist cloth or a well-wrung mop. Detergent is unnecessary, water will do the job just fine. Floor wax or polish are unable to penetrate the non-porous surface of the floor and are not recommended
- Stubborn stains like grease, tar, mud, shoes/nail polish etc can be spot-cleaned with suitable cleaning agent. Liquid spilled accidentally on the floor should be removed as soon as possible
- Put up curtains in areas whereby the floor gets direct sunlight exposure
- Frequently accessed area/entrances should be protected with a doormat
- Furniture legs should be protected by felt pads or plastics caps
- Trim your pet's nails regularly
- The floor should always be installed in an area that corresponds to its intended utility class

**Disclaimer:**

Laminate Flooring is subject to thermal expansion and contraction beyond control of the manufacturer as this is natural product made of wood fibers (HDF). These natural occurrences do not constitute a failure of the product, and thus any gap opening after installation is a natural phenomenon and therefore not considered as a defect.

The warranty does not cover damage to the floor which has been caused by event outside of our control such as alterations, refinishing or repairs, normal wear and tear, exposure to moisture, heat, water or excessive sunlight, fire, floods, accidents, forced scratching, indentation from impact, pets and insects, and lack of maintenance according to the recommended usage and maintenance procedures.

The warranty covers the original purchase by the first purchaser and the original installation by Supreme team only and is non transferable. Any claims for warranty shall be made in writing together with the Warranty Certificate and original proof of purchase within 30 days of the discovery of the defect.