



Warranty Kit



(Wood Series)

The Floors Emporium recommends SG Safe Engineered Wood Series Flooring to be professionally installed for a valid warranty.

The Floors Emporium warrants all The Floors Emporium products to be free from defects in material and workmanship, under normal use and service, for a specified length of time from the date of purchase as set forth below. This Limited Warranty only applies provided the SG Safe Engineered Wood Series Flooring by this warranty is installed and maintained according to The Floors Emporium's Installation & Maintenance Manual.

We will provide 5 years of warranty for all the series of The Floors Emporium SG Safe Engineered Wood Series Flooring product.

Commercial Limited Warranty

PERIOD (YEARS)	1	2	3	4	5
MATERIAL	100%	100%	100%	100%	100%
LABOR	100%	75%	50%	25%	0%

Residential Limited Warranty

PERIOD (YEARS)	1	2	3	4	5
MATERIAL	100%	100%	100%	100%	100%
LABOR	100%	100%	100%	100%	100%

Warranty Owner

This warranty extends only to the original end-user. The Floors Emporium warranties are non-transferable. No installer, retailer, distributor, agent, or employee of The Floors Emporium may alter the obligations or limitations of any The Floors Emporium warranty.

This warranty also covers the following terms and conditions:

Please take notice that none of the following kinds of problems are problems arising from defects in material or workmanship, and are therefore not covered by this Product Warranty:

a) Defects arising from poor installation (this includes - damage arising from sub-floor irregularities, for example excessive unevenness, loose nails or other protrusions; visual surface defects caused by previous floor coverings that should have been removed or covered, for example ceramic or bitumastic tiles, floorboards, cushioned vinyl, or by failure in the underlayment; seams 'peaking' or opening due to the use of incorrect adhesive or seaming method; edge-to-edge shade variation; discolouration arising from installation next to a source of excessive heat); and visible trowel marks.

b) Dissatisfaction due to improper maintenance.

c) Problems arising from excessive moisture, alkali or hydrostatic pressure in the substrate.

d) Problems arising from cuts, tears, gouges, burns or other damages caused by stiletto or sharp high heels (these will damage even concrete!), sharp or hot objects dropped on the floor, dragged appliances, unprotected furniture feet, damage from pets, etc.

e) Damage caused by chemically reactive material, carpet crocking, dye, mould, stains, spillage, burns, gouges, scratches, indentations, floods, accidents, abuse or any harsh scouring pads while buffing.

f) Small differences in colour and/or texture between the actual material or photographic images of the material and the actual

flooring purchased.

g) Construction or installation-related damage.

h) Surface scratches, changes in shading, texture and/or gloss during use.

i) Damage caused by inappropriate end-user activities.

j) Installation of products with adhesives other than those recommended by The Floors Emporium.

k) Products may have slight colour variations not detected at the factory. All products must be dry laid and examined under standard lighting conditions for colour acceptance before being installed.

The preceding list is not exhaustive, but is merely illustrative, of the many kinds of problems that are not due to defects in material or workmanship in the products, and are not within the coverage of this warranty. Other such problems not described on the list above are also outside the scope of this warranty.

This Limited Warranty is in lieu of any other warranties, expressed or implied. Please keep your receipt or obtain it from the original purchaser. The Floors Emporium requires the receipt in order to verify the date of purchase to help resolve any problems.

PERIOD (YEARS)	1	2	3	4	5
USAGE ON MATERIAL ONLY	60%	50%	40%	30%	20%

For additional manufacturer warranty of SGSafeVinyl Flooring, please request from contact@tfe.com.sg with your name and invoice number.



(Marble & Stone Series)

The Floors Emporium recommends SG Safe Engineered Stone & Marble Series Flooring to be professionally installed for a valid warranty.

The Floors Emporium warrants all SG Safe Engineered Stone & Marble Series Flooring products to be free from defects in material and workmanship, under normal use and service, for a specified length of time from the date of purchase as set forth below. This Limited Warranty only applies provided the SG Safe Engineered Stone & Marble Series Flooring by this warranty is installed and maintained according to The Floors Emporium's Installation & Maintenance Manual.

We will provide 20 years of warranty for all the series of The Floors Emporium's SG Safe Engineered Stone & Marble Series Flooring product.

Warranty Owner

This warranty extends only to the original end-user. The Floors Emporium warranties are non-transferable. No installer, retailer, distributor, agent, or employee of The Floors Emporium may alter the obligations or limitations of any The Floors Emporium warranty.

SG Safe Engineered Stone & Marble Series Flooring Warranty Limitations

Please take notice that none of the following kinds of problems are problems arising from defects in material or workmanship, and are therefore not covered by this Product Warranty:

a) Defects arising from poor installation (this includes - damage aris

ing from sub-floor irregularities, for example excessive unevenness, loose nails or other protrusions; visual surface defects caused by previous floor coverings that should have been removed or covered, for example ceramic or bitumastic tiles, floorboards, cushioned vinyl, or by failure in the underlayment; seams 'peaking' or opening due to the use of incorrect adhesive or seaming method; edge-to-edge shade variation; discolouration arising from installation next to a source of excessive heat); and visible trowel marks.

b) Dissatisfaction due to improper maintenance.

c) Problems arising from excessive moisture, alkali or hydrostatic pressure in the substrate.

d) Problems arising from cuts, tears, gouges, burns or other damages caused by stiletto or sharp high heels (these will damage even concrete!), sharp or hot objects dropped on the floor, dragged appliances, unprotected furniture feet, damage from pets, etc.

e) Damage caused by chemically reactive material, carpet crocking, dye, mould, stains, spillage, burns, gouges, scratches, indentations, floods, accidents, abuse or any harsh scouring pads while buffing.

f) Small differences in colour and/or texture between the actual material or photographic images of the material and the actual flooring purchased.

g) Construction or installation-related damage.

h) Surface scratches, changes in shading, texture and/or gloss during use.

i) Damage caused by inappropriate end-user activities.

j) Installation of products with adhesives other than those recommended by The Floors Emporium.

k) Products may have slight colour variations not detected at the factory. All products must be dry laid and examined under standard lighting conditions for colour acceptance before being installed.

l) Product warranties will be void if a non-TFE appointed installation team causes the damage and/or defect(s) to the flooring.

The preceding list is not exhaustive, but is merely illustrative, of the many kinds of problems that are not due to defects in material or workmanship in the products, and are not within the coverage of this warranty. Other such problems not described on the list above are also outside the scope of this warranty.

This Limited Warranty is in lieu of any other warranties, expressed or implied. Please keep your receipt or obtain it from the original purchaser. The Floors Emporium requires the receipt in order to verify the date of purchase to help resolve any problems.

Singapore's Vinyl Instalment King



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