



# Warranty Kit



## 5-Year Residential Limited Warranty 5-Year Light Commercial Limited Warranty

If a defect covered by this limited warranty is found within the warranty period and reported in writing promptly to The Floors Emporium within a specified time frame from the date of purchase in accordance with the chart below, The Floors Emporium will replace the flooring (subject to available similar colour stock) and replace the defective area with a labor costs shown in the chart below.

### *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%

The warranty for labor cost is applicable only when the warranty claim is valid for the material. Full labor cost is applicable for replacement cost if the flooring is not covered under the warranty terms and conditions.

This warranty is limited to the floor ONLY and does not cover any consequential loss.

### ***Installation:***

This warranty covers materials costs if professional installation was paid for when the floor was originally installed provided that such floor is installed according to the technical & installation guide.

This guide is revised periodically and floors must be installed according to the current guide at the time of installation (refer to the chart above).

This warranty covers manufacturing defects, delaminating, damaged by water or termite attack, surface wear off when the flooring is subject to normal residential and or commercial use, provided the flooring covered by this warranty is installed and maintained according to the instructions included in the sold package.

### ***This warranty also covers the following terms and conditions:***

- A. The warranty for all SGSafeVinyl products distributed under The Floors Emporium is against water damage and termite damage on the product.
- B. If the SGSafeVinyl Flooring is damaged by water or termite attack, the end-user has the right to request The Floors Emporium and its contractors to change the default product or refund a reasonable cost of the flooring products installed at the discretion of The Floors Emporium.
- C. There is no warranty covers in situations when the SGSafeVinyl Flooring is installed on extended fixtures such as a platform or when SGSafeVinyl Flooring is used in unusual projects such as wall paneling or ceiling.
- D. The warranty does not cover any deterioration of subfloor that

includes not mainly limited to warping of tiles. If the SGSafeVinyl Flooring installed using an overlay method over existing subfloor; if the subfloor below the SGSafeVinyl Flooring is damaged by excessive moisture water and mother nature (termite, insects, etc.), making it unsafe and not possible to walk on, the warranty for the SGSafeVinyl Flooring product will be deemed as void.

E. It is the end-user and its contractor's responsibilities to take ownership of the defects caused by improper installation without using certified floor installers from The Floors Emporium.

F. SGSafeVinyl Flooring is water proof but not water proofer. Existing screed floor must be dry before we install the floor. Moisture level should be agreed by the end-user / contractor before the installation.

G. The Floors Emporium do supply and install on prepared floor so it is the end-user's decision to qualify the existing floor levelness as acceptable before arranging The Floors Emporium to install the flooring. Otherwise, we will only inform the end-user if we face issue of the board such as unable to interlock properly due to unlevelness of the subfloor.

H. This warranty only covers to the particular end user only, the warranty do not cover floorboard being removed and re-installed to another address. Warranty will be void once the flooring has been tempered, removed, repaired which is not done by The Floors Emporium.

I. The warranty does not cover any after-installation problem as a result of subfloor condition.

J. Colour Discontinuation - In the event that the end user experi-

ence an issue(s) on parts or several planks of the SGSafeVinyl Flooring that matches the The Floors Emporium guidelines and warranty information but the current colour of the flooring is already discontinued, the end user may choose on the following options:

- i. Replace the damaged portion of the SGSafeVinyl Flooring with the current available colour.
- ii. Replace the SGSafeVinyl Flooring with an equivalent product; where in if the end user wishes to replace the whole area of the damaged flooring due to colour difference as a replacement, end-user can enjoy a flooring cost rebate for the material. [\*Labor costs applies on such replacement work.] Refer to the chart below for the material cost pattern.

***This warranty also covers the following terms and conditions:***

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](mailto:contact@tfe.com.sg) with your name and invoice number.

***Exclusions - The following are NOT covered by this warranty.***

- Darker, solid colours naturally show more scratches and dirt and require maintenance.
- We will not accept shading claims for an overall white floor with adjoining white planks, tiles or any other manufacturer's white floor.
- Damage caused by fire, intentional abuse, damaged cause by vacuum cleaner beater bar, indentations or damage caused by improper rolling loads, chairs or furniture not using the proper floor protectors or castor wheels, and cutting from sharp objects, surface scratches, changes in colour when exposed to natural light source, exterior application, or loss due to inconvenience, loss of time incidental expenses or consequential damages.
- Minor shading, colour of texture differences between samples and delivered product.
- SGSafeVinyl Flooring should not be used to seal an existing floor from moisture, it is a floating floor which is water resistant but SGSafeVinyl Flooring cannot inhibit growth of mold or problems associated with or caused by flooding, excessive moisture or alkalis in the subfloor or conditions arising from hydrostatic pressure.
- Problems and/or issues on subfloors.
- SGSafeVinyl Flooring is a floating floor system. Therefore, some level of hollowness is expected.

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

### ***Warranty Owner***

This warranty applies only to a residential homeowner who is the original purchaser of SGSafeVinyl Flooring, not to any subsequent homeowner.

### ***Questions About This Warranty***

Questions about this warranty can be sent via email to [contact@tfe.com.sg](mailto:contact@tfe.com.sg) or via mail to: The Floors Emporium, 5 Kaki Bukit Road 2 #02-02 City Warehouse Singapore 417839 (postage to be paid by sender) or call our Customer Service Center at +65 6385 8887.

Singapore's Vinyl Instalment King



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