



FLOOR DEPOT GROUP OF COMPANIES

FLOOR DEPOT SERVICE WARRANTY

(Hereinafter refer to SERVICE)

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 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 SERVICE WARRANTY TERMS

FLOOR DEPOT provides following Service Warranties terms:

- If a claim under FLOOR DEPOT Service Warranty is accepted, FLOOR DEPOT will provide spot repair Free of Charge (FOC)
• 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 (Malaysia), 0800-111-7585 (Indonesia), 1800-888-7585 (Singapore) and 1800-55-5575 (Vietnam).
• 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 SERVICE WARRANTY CONDITIONS

• 10 YEARS WORKMANSHIP SERVICE WARRANTY
Should any complaints against FLOOR DEPOT Fixing workmanship be found valid, FLOOR DEPOT will provide SPOT rectification service FREE OF CHARGES on the condition that the Fixing works must be executed by our authorized and recognized installation team.

• 10 YEARS TERMITE DAMAGED SERVICE WARRANTY
In the event of FLOOR DEPOT floorboard is infested or affected by termite within the service warranty period, FLOOR DEPOT will provide SPOT repairing service and replacement of affected area floorboard or material at NO COST to the FIRST owner and ONCE only on the condition that the Fixing work must be executed by our authorized and recognized installation team. Upon notification of a claim being given, the FIRST PURCHASER/OWNER is subject to take all reasonable steps to minimize the extent of the termite damages, immediately engage Pest Control agent to provide termite control service prior to FLOOR DEPOT spot repairing and replacement service job.

This Service Warranty commences from the date of fully settlement of invoice. The warranty is not transferable; its terms apply to the FIRST PURCHASER/OWNER only.

This Warranty supersedes all previous Warranties.

Full Name : _____ Contact No : _____
(as per Invoice)
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]

> The warranty is valid for 1 time claim only within the warranty cover period.
> FLOOR DEPOT reserve all rights to interpret the warranty claims and amend the T&C without prior notice.