



**TIGERWOOD**  
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## **TIGERWOOD LAMINATED WOOD FLOORING**

### **LIFE TIME WARRANTY FOR RESIDENTIAL UNIT**

### **5 YEARS WARRANTY FOR COMMERCIAL UNIT**

CONGRATULATIONS and THANK YOU for choosing Tigerwood flooring. All our range of products are manufactured according to world class standards and has been subject to strict Quality Control. Rest assured that your purchases comes with outstanding warranty that provides coverage on many aspects to give you a peace of mind.

All our products conforms to:

- >Abrasion Resistant – in conformance with EN 13329
- >Stain Resistance – in conformance with EN 13329
- >Light fastness – in conformance EN 13329

#### **Conditions of Warranty :**

##### **Structural Warranty**

A claim is valid if the floorboard surface material, i.e. the protective layer and the decorative layer was found separated from the core material, i.e. the HDF, due to improper pressing or milling, Chipped edge is not considered as delamination.

##### **Wear & Tear Warranty**

A claim is valid if at least 1 cm<sup>2</sup>/0.16sq inch of the surface has completely rubbed off.

Rub-off defects at the edges of the panels are not covered by the warranty. Claims for surface wear-through is unacceptable if the surface wear-through occurs at the edges/joints of the panel.

##### **Stain Warranty**

A claim is valid if the stains are visible on the surface of the panel due to the following substances: acetone, hand-cream, fruit, coffee, cola, nicotine, nail laquer, paint and other similar product.

##### **Fading Warranty**

A claim is valid if the decorative layer fades under the influence of indirect Sunlight (UV) or artificial light but not due to natural aging.

##### **Warping Warranty**

A claim is valid if the laminate flooring warp due to defective production or improper installation method by authorized installer. Warping cause by water damage is not covered by the warranty.

##### **Your Warranty :**

- Defects should be reported in written form within 20 days once it is detected together with photos, description and original invoice for effective warranty claims. Tigerwood personnel must be authorised to inspect site condition and granted the final discretion to propose suitable action to address the issue. Please note the warranty does not cover any cost incurred to assemble,disassemble or other services rendered.
- If a warranty has been granted the purchaser can choose either an equivalent replacement for the abraded flooring area or to have the damages parts repaired.
- If the products is out of stock, flooring replacement can be chosen from the current range of products of the same value with previous product purchased.
- The current value is the original price, minus 5% for every 6 month period elapsed since the purchase of the floor.
- Any warranty claims accepted do not prolong the total warranty period counted from the date of the purchase.

**Floor Culture X Sdn. Bhd.**

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**The warranty does not cover defects caused by following condition:**

Damage/ defects caused by:

- i) renovation works done by others party expect for those assigned by Floor Culture X Sdn Bhd
- ii) water content trapped underneath the floor by Air condition leakage and etc
- iii) Improper use or maintenance of flooring not according to recommended maintenance guideline i.e use of improper solvents or excessive water in floor cleaning
- iv) Exposure to extreme outdoor temperature and fading caused by UV and direct sunlight
- v) Incorrect use of underlay/vapor barrier for subfloor and use of laminate flooring with defects for installation
- vi) Abuse, inappropriate use of floor and accidental drop of heavy or sharp object causing dents/scratch marks on flooring surface
- vii) Damage caused by natural disasters
- viii) Inappropriate use of flooring with occupant traffic exceeding recommended guidelines by Tigerwood professionals.

Thank you.

Yours Faithfully,  
Floor Culture X Sdn. Bhd.

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Kenny Tee  
General Manager