

FLOOR CULTURE HOLDINGS SDN BHD

CONGRATULATIONS and THANK YOU for choosing Floor Culture. 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.

5 Years Termite Warranty

Floor Culture provides 5 years warranty against termite infestation exclude assessories. Consumer must seek immediate action to control and eliminate the pest once its is detected. Warranty applies only to original buyer, non-transferable. Warranty will be void if the premises is left vacant or unattended for more than 6 months and if there is signs of termite prior to flooring installation.

Your Warranty :

Defects should be reported in written form within 20 days once it is detected together with photos, descption and original invoice for effective warranty claims. Floor Culture 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.