

# HERF PhD WARRANTY KIT

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EVORICH HOLDINGS PTE LTD  
EVORICH MANUFACTURING PTE LTD



# HERF PhD by EVORICH

*30-Year Residential Limited Warranty  
10-Year Light Commercial Limited Warranty*

## Applying Areas

- 1) **For Residential:** Living Room- Bedroom- Hotel- Office Building- Kitchen Room- Indoor Bathroom- Private Library, etc.
- 2) **For Commercial:** Public Library- Supermarket- Cinema- Corridor- Elevator- Megamall- Museum, etc.

## Replacement / Repairs

EVORICH reserves the right to repair any floor and /or to use its own source to obtain an installer for replacement flooring. If EVORICH repairs or replaces a floor as a result of a warranty claim, it is the customer's responsibility to clear, at their own expense, any items placed over the affected areas subsequent to the installation. In the event that If EVORICH repairs a floor, this warranty shall remain in effect with respect to such floor.

## Coverage

This warranty covers manufacturing defects, delaminating, when the flooring is subject to normal residential and light commercial use. All warranties in this limited warranty guide are given only to the original purchaser of our products.

## Exclusions

The following are not covered by this warranty:

- Darker, solid colors naturally show more scratches and dirty and require more maintenance. We can't warrant the product against such claims.
- We will not accept shading claims for an overall white floor with touching white planks or tiles.
- Damage caused by fire, flood, moisture intrusion caused by emission from subfloor, intentional abuse, damage caused by

vacuum cleaner beater bar, indentations or damage caused by improper rolling loads, chairs or other furniture not using proper floor protectors or caster wheels, and cutting from sharp objects, asphalt staining and staining from rubber mats, surface scratches, changes in color or sheen appearance when exposed to a nature light source, exterior application or loss due to inconvenience, loss of time, incidental expenses or consequential damages.

- Minor shading, color or texture differences between samples and delivered product.
- This warranty is void if prior to installation, PhD floors are not acclimated to room temperature at job site between 24 and 48 hours and if post-installation, PhD floors are not continuously maintained at such temperature.

Some stated do not allow the exclusion or limitation of incidental or consequential damages so that the above limitation and exclusion may not apply. Your Warranty gives you specific legal rights.

### Warranty Period

If the above conditions are all met, our warranty for Residential use is 30 years and for Commercial use is 10 years.

## TERMS & CONDITION OF SALES

- Exchange and refund policy clearly stipulating the time frame and conditions for any exchanges and refunds
- Terms and conditions for any deposits paid should the transaction be cancelled.

### (a) Typical Exchange and Refund Policy of company

- Exchange
  - For change of flooring colours or design before installation, an advance notice of 6 weeks is required. Evorich shall update customer's on the earliest availability of stocks.
- Refund
  - Refund before installation
    - ▶ For refund within 14 days cooling period, full amount will be refunded less any transaction fee (if any).
    - ▶ After 14 days and before the delivery of goods, EVORICH will issue the customer a voucher of equivalent value to the deposit made. The customer can pass this voucher to another party to consume the value of the voucher.
    - ▶ After 14 days and goods have been delivered, the deposit is non-refundable.
  - Refund before installation
    - ▶ For customers who are unsatisfied with the flooring quality or installation matters, they are encourage to proceed with us feedback channel with the relevant information as shown in the website.  
  
Email us at **[feedback@evorich.com.sg](mailto:feedback@evorich.com.sg)**
  - Refund due to excess charges
    - ▶ Customer can write in to Evorich through email at **[sales@evorich.com.sg](mailto:sales@evorich.com.sg)** for claims within 5 days upon completion of installation.

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***EVORICH R&D Building and Gallery:***

16 Tampines Street 92 Singapore 528873  
(Behind Tampines SAFRA)

***EVORICH Furniture · Vinyl Pop-Up Store:***

1 Tampines North Drive 1, #02-38 T-Space  
EVORICH Block, Singapore 528559  
(In between IKEA, Giant & Courts)



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