

# *evo*WALLS WARRANTY KIT

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EVORICH HOLDINGS PTE LTD  
EVORICH MANUFACTURING PTE LTD

*Floors we grow up with...*

**EVORICH<sup>®</sup>**

Since 2003



Test the VINYL You Breathe at Singapore's R&D Lab

## evoWALLS by EVORICH

### *Floors we grow up with... 3 Years Limited Residential Warranty*

**EVORICH** warrants that its evoWALLS (Verlux Collection) will be free from manufacturing defects for 3 years from the date of purchase. This Limited Warranty only applies provided the evoWALLS (Verlux Collection) is installed and maintained according to EVORICH's certified installers. evoWALLS (Verlux Collection) should be used only in interior temperature controlled environments.

### **Pre-Installation**

EVORICH warrants that evoWALLS (Verlux Collection) is free of visual defects. You and/or EVORICH's certified installers should carefully inspect each piece before installation. Any tiles that appear to have a defect should not be installed. EVORICH will not be responsible for any claim for tiles installed with visual defects.

### **Terms of Warranty**

WITHIN 3 years – If a defect covered by this warranty is found and reported to EVORICH in writing within 3 years of the date of the purchase, EVORICH will supply new materials of similar colour, pattern and quality to replace the defective tiles.

\* This warranty does not include labour or the cost for installation of the replacement of tiles.

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

- A. The warranty for all evoWALLS (Verlux Collection) products distributed under EVORICH is protected against water damage and termite damage on the product.
- B. If the evoWALLS (Verlux Collection) is damaged by water or termite attack, the end-user has the right to request Evorich and its contractors to change the default product or refund a reasonable cost of the flooring products installed at the discretion of Evorich Flooring Group.
- C. Surface will not wear through the decorative surface (Scratches or loss of gloss is not considered as wear) when evoWALLS (Verlux Collection) is subject to normal usage.

D. evoWALLS (Verlux Collection) will not fade when subject to normal usage.

E. EVORICH warrants end-users of evoWALLS (Verlux Collection) for any detachment, separation, loosing or breaking off from the wall where it is glued / attached.

F. EVORICH also warrants end-users from patches of discoloration within the same tile / plank of the wall.

The following are not covered by this warranty:

### *Warranty Exclusions:*

- Dissatisfaction or damage due to improper installation or maintenance;
- Labor charges for installation or removal of apparent defective tiles at the time of installation;
- Damage caused by fire or burns, abuse, flooding, leaks, smoke, fumes, construction or installation;
- Changes in color, shade, or sheen appearance when exposed to sunlight or other nonstandard conditions;
- Normal wear and tear or shade variations due to exposure to incandescent light;
- Exterior application;
- Installation in Saunas, Sunrooms, Solariums, Boats, Campers, or RV's;
- Scratches or damage caused by handling or instruments;
- Minor shading, color or texture differences between samples, replacement tiles or printed color photographs or illustrations and delivered product;

- Products sold as irregulars or trial grade materials or “as is”;
- Damages caused by misuse or any horizontal installation;
- This warranty is void if the tiles are not continuously maintained at a temperature between 65°-85° Fahrenheit (18°-30° Celsius).

**NOTE:** evoWALLS (Verlux Collection) may be installed in bathrooms and showers/tub surrounds in accordance with EVORICH's installation instructions with certified installation team.

**HOWEVER, damage caused by nonstandard conditions of standing water, moisture, leaks, condensation or excessive humidity may facilitate the growth of mold. Damage caused by mold are not covered by this warranty and is not the responsibility of EVORICH;**

- Loss due to loss of times, inconvenience, incidental expenses (such as telephone calls, labor and/or materials) incurred in removal or reinstallation of the affected material, and any other incidental or consequential damages.
- Product warranties will be void if a non-EVORICH appointed installation team causes the damage and/or defect(s) to the flooring.

Please keep your invoice or obtain it from the original purchaser. EVORICH needs the receipt in order to verify the date of purchase to help resolve any problems.

### *Warranty Owner*

This warranty applies only to a residential homeowner who is the original purchaser of evoWALLS (Verlux Collection), not to any subsequent homeowner.

### *Questions About This Warranty*

Questions about this warranty can be sent via email to [feedback@evorich.com.sg](mailto:feedback@evorich.com.sg) or via mail to: Evorich Flooring Group, 16 Tampines Street 92 Singapore 528873 (postage to be paid by sender) or call our Customer Service Center at 6348 7333.

## 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.

***EVORICH HOLDINGS PTE LTD  
EVORICH MANUFACTURING PTE LTD***

***EVORICH R&D & Production · Experience Exhibit:***  
16 Tampines Street 92 Singapore 528873  
(Behind Tampines SAFRA)

***EVORICH Concept Sales Gallery  
Floors . Decks . Walls . Ceilings:***  
1 Tampines North Drive 1, #02-38 T-Space  
EVORICH Block, Singapore 528559  
(In between IKEA, Giant & Courts)

***EVORICH Curated Studios  
Floors . Decks . Walls . Ceilings:***  
10 Jln Kilang, Bukit Merah Enterprise Centre #02-02  
(Entire Stretch of Level 2 facing the main road)  
Singapore 159410

***EVORICH Floors . Decks . Walls Training Academy:***  
27 Kim Chuan Terrace Singapore 537045



**SAVOUR Me!**

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