

# *Evo HERF WARRANTY KIT*

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*EVORICH HOLDINGS PTE LTD  
EVORICH MANUFACTURING PTE LTD*



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

# *Evo HERF* WARRANTY KIT

**Customer:Name:** \_\_\_\_\_ **Tax:** \_\_\_\_\_  
**NRIC No:** \_\_\_\_\_ **Product:** \_\_\_\_\_  
**Address:** \_\_\_\_\_  
**Name of ID:** \_\_\_\_\_  
**Name Of Sales:** \_\_\_\_\_ **Date of Installation:** \_\_\_\_\_

*Thank you for being our client. Kindly see the information  
below for your purchase.*

## A. EVORICH WARRANTY

*[company stamp]*

# Evo High End Resilient Flooring (Evo HERF) by EVORICH®

## *Lifetime Residential Limited Warranty 15-Year Light Commercial Limited Warranty*

If a defect covered by this limited warranty is found within the warranty period and reported in writing promptly to Evorich within a specified time frame from the date of purchase in accordance with the chart below, Evorich will replace the flooring (subject to available similar colour stock) and replace the defective area with a labor costs shown in the chart below.

### Commercial Limited Warranty

PERIOD (YEARS)	1	2	3	4	5	6	7	8	9	10-15
MATERIAL	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
LABOR	100%	75%	50%	25%	10%	10%	10%	10%	10%	0%

### Residential Limited Warranty

PERIOD (YEARS)	1	2	3	4	5	6	7	8	9	10	>10
MATERIAL	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
LABOR	100%	75%	50%	25%	10%	10%	10%	10%	10%	10%	0%

The warranty for labor cost is applicable only when the warranty claim is valid for the material. Full labor cost is applicable for replacement cost if the flooring is not covered under the warranty terms and conditions.

This warranty is limited to the floor ONLY and does not cover any consequential loss.

### *Installation:*

This warranty covers materials costs if professional installation was paid for when the floor was originally installed provided that such floor is installed according to the Evo technical & installation guide.

This guide is revised periodically and floors must be installed according to the current guide at the time of installation (refer to the chart above).

This warranty covers manufacturing defects, delaminating, damaged by water or termite attack, surface wear off when the flooring is subject to normal residential and or commercial use, provided the flooring covered by this warranty is installed and maintained according to the instructions included in the sold package.

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

- A. The warranty for all Evo High End Resilient Flooring (Evo HERF) products distributed under Evorich is against water damage and termite damage on the product.
- B. If the Evo High End Resilient Flooring 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. There is no warranty covers in situations when the Evo High End Resilient Flooring (Evo HERF) is installed on extended fixtures such as a platform or when Evo High End Resilient Flooring (Evo HERF) is used in unusual projects such as wall paneling or ceiling.
- D. The warranty does not cover any deterioration of subfloor that includes not mainly limited to warping of tiles. If the Evo High End Resilient Flooring (Evo HERF) installed using an overlay method over existing subfloor; if the subfloor below the Evo High End Resilient Flooring (Evo HERF) is damaged by excessive moisture water and mother nature (termite, insects, etc.), making it unsafe and not possible to walk on, the warranty for the Evo High End Resilient Flooring product will be deemed as void.
- E. It is the end-user and its contractor's responsibilities to take ownership of the defects caused by improper installation without using certified floor installers from Evorich.
- F. Evo High End Resilient Floor (Evo HERF) is water proof but not water proofer. Existing screed floor must be dry before we install the floor. Moisture level should be agreed by the end-user / contractor before the installation.

G. Evorich do supply and install on prepared floor so it is the end-user's decision to qualify the existing floor levelness as acceptable before arranging Evorich Flooring to install the flooring. Otherwise, we will only inform the end-user if we face issue of the board such as unable to interlock properly due to unlevelness of the subfloor.

H. This warranty only covers to the particular end user only, the warranty do not cover floorboard being removed and re-installed to another address. Warranty will be void once the flooring has been tempered, removed, repaired which is not done by Evorich.

I. The warranty does not cover any after-installation problem as a result of subfloor condition.

J. **Colour Discontinuation** - In the event that the end user experience an issue(s) on parts or several planks of the Evo High End Resilient Flooring that matches the Evorich guidelines and warranty information but the current colour of the flooring is already discontinued, the end user may choose on the following options:

i. Replace the damaged portion of the Evo High End Resilient Flooring with the current available colour.

ii. Replace the Evo High End Resilient Flooring with an equivalent product; where in if the end user wishes to replace the whole area of the damaged flooring due to colour difference as a replacement, end-user can enjoy a flooring cost rebate for the material. [\*Labor costs applies on such replacement work.] Refer to the chart below for the material cost pattern.

### *For Residential Use ONLY*

PERIOD (YEARS)	1	2	3	4	5	6	7	8	9	10	>10
USAGE ON MATERIAL ONLY	80%	70%	60%	50%	40%	20%	20%	20%	20%	20%	10%

For additional manufacturer warranty of Evo High End Resilient Floor (Evo HERF), please request from [marketing@evorich.com.sg](mailto:marketing@evorich.com.sg) with your name and invoice number.

**Exclusions - The following are NOT covered by this warranty.**

- Darker, solid colours naturally show more scratches and dirt and require maintenance.
- We will not accept shading claims for an overall white floor with adjoining white planks, tiles or any other manufacturer's white floor.
- Damage caused by fire, intentional abuse, damaged cause by vacuum cleaner beater bar, indentations or damage caused by improper rolling loads, chairs or furniture not using the proper floor protectors or castor wheels, and cutting from sharp objects, surface scratches, changes in colour when exposed to natural light source, exterior application, or loss due to inconvenience, loss of time incidental expenses or consequential damages.
- Minor shading, colour of texture differences between samples and delivered product.

Evo High End Resilient Flooring (HERF) should not be used to seal an existing floor from moisture, it is a floating floor which is water resistant but Evo High End Resilient Flooring (HERF) cannot inhibit growth of mold or problems associated with or caused by flooding, excessive moisture or alkalis in the subfloor or conditions arising from hydrostatic pressure.

- Problems and/or issues on subfloors.
- Evo HERF is a floating floor system. Therefore, some level of hollowness is expected.

## Warranty Owner

This warranty applies only to a residential homeowner who is the original purchaser of Evo HERF, 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.

## 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 Floors · Decks · Walls Training Academy:**  
27 Kim Chuan Terrace Singapore 537045

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