

CHEVRON WARRANTY KIT

EVORICH HOLDINGS PTE LTD
EVORICH MANUFACTURING PTE LTD

Floors we grow up with...

EVORICH[®]

Since 2003



Chevron by EVORICH

PRODUCT LIMITED WARRANTY of CHEVRON

The end customer who purchased the product for private/ residential or commercial use is entitled to the guarantee. The guarantee is not transferable or inheritable and is only valid for the area of use or purpose for which the product was originally purchased. The end customer or guarantee holder should keep this guaranteed statement with the following other important documents in order to ensure access to the required documents if necessary:

- Original invoice
- Installation instructions
- Maintenance & Cleaning / Care instructions

In addition, EVORICH recommends keeping a replacement package of the original installation in case a repair is ever required.

Guarantee Effect

It begins with the purchase of the product by the end customer. The date of purchase stated on the invoice represents the beginning of the guarantee period.

SCOPE OF THIS MANUFACTURER'S GUARANTEE

EVORICH guarantees, that the product will be free from manufacturing defects and that normal use and maintenance will not result in abrasion or wear and tear that would affect the décor. The definition of worn is a coherent area with complete loss of the decorative layer in a size of at least 0.5 cm². This limited and voluntary guarantee only applies if the floor covering covered by it has been installed in accordance with the installation instructions dedicated to the product and has been maintained according to the appropriate cleaning and care instructions.

Exclusions

The following are not covered by this free and voluntary guarantee:

- Usual wear and tear of the wear layer, typical signs of wear or scratches.
- Issues due to improper installation or maintenance, including damage due to use of inappropriate cleaners or surface treatments, bumps or irregularities.
- Damage caused by fires, burns, abuse, flooding, moisture, spills, scratches, aggressive scrubbing pads, abrasion, stains, construction, or installation.
- Damage caused by vacuum cleaner brush rollers, marks or damage caused by high-heeled shoes, excessive roller stress, inappropriate castors, chairs or other furniture without appropriate furniture glides and cuts or scratches caused by sharp objects.
- Changes in color or gloss due to direct sunlight or due to floor coverings with stain inducing compounds.
- Outdoor use
- Loss of gloss
- Slight shade, color, or texture differences between product samples, printed color photographs or illustrations, and the product delivered.
- Losses due to delays, inconveniences, incidental costs (e.g., phone calls, labor and/or material costs incurred in removing or rerouting the affected material, and any other incidental or consequential damages.
- Where products have been installed in areas outside of the recommended class of use or traffic specifications.

Guarantee Period

The guarantee includes the period of 20 years for all named products, starting from the date of purchase for residential customers.

The guarantee includes the period of 10 years for all named products, starting from the date of purchase for commercial customers.

Guaranteed Services

A. Repair or replacement

EVORICH reserves the right to check the legality of any reported guarantee claim, which can be done by requesting meaningful documentation as well as by conducting an on-site inspection.

If a guarantee claim is recognized and approved during this period, EVORICH will provide free replacement for the affected area, room or area through the respective dealer from whom the product was originally purchased. There is no entitlement to replacement for other surfaces or areas not affected by the guaranteed claim. If repair is possible without replacement, EVORICH will provide labour for the repair based on the table in part (B) below.

If possible, a required replacement material should correspond to the same design. If this is not possible, for example because the design or execution/construction is no longer available, a décor-like product can alternatively be supplied, whereby the décor similarity is at the discretion of EVORICH.

B. Participation in labor costs

The labour cost warranty coverage is as below.

Residential Customer

PERIOD (YEARS)	1	2	3	4	5	6	7	8	9	10	10-20
LABOUR COST COVERAGE	100%	90%	80%	70%	60%	50%	40%	30%	20%	10%	0%

Commercial Customer

PERIOD (YEARS)	1	2	3	4	5	6-10
LABOUR COST COVERAGE	100%	80%	60%	40%	20%	0%

(After the end of year 10 from the date of purchase, EVORICH will no longer cover any labor cost.) The required costs include only work on the product itself. Additional costs such as moving furniture, installation of other construction, clearing work or downtime costs are not part of the service. Unauthorized attempts of the end customer to solve the issues by commission of third parties without prior consultation with EVORICH will result in the loss of the rights of this guarantee.

Since 2003



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



T: +65 6348 7333 (16 lines)
+65 8795 2118 (WhatsApp)
F: +65 6342 9331
E: sales@evorich.com.sg