

HERF Herringbone **WARRANTY KIT**

*EVORICH HOLDINGS PTE LTD
EVORICH MANUFACTURING PTE LTD*

Floors we grow up with...
EVORICH[®]
Since 2003



HERF Herringbone by EVORICH

Lifetime Residential Limited Warranty 10-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
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 HERF Herringbone products distributed under Evorich is against water damage and termite damage on the product.
- B. If the HERF Herringbone 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 HERF Herringbone is installed on extended fixtures such as a platform or when HERF Herringbone 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 HERF Herringbone installed using an overlay method over existing subfloor; if the subfloor below the HERF Herringbone 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 HERF Herringbone 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. HERF Herringbone 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 HERF Herringbone 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 HERF Herringbone Flooring with the current available colour.

ii. Replace the HERF Herringbone 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 HERF Herringbone, please request from 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.
- HERF Herringbone should not be used to seal an existing floor from moisture, it is a floating floor which is water resistant but HERF Herringbone 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.
- HERF Herringbone is a floating floor system. Therefore, some level of hollowness is expected
- Product warranties will be void if a non-EVORICH appointed installation team causes the damage and/or defect(s) to the flooring..

Warranty Owner

This warranty applies only to a residential homeowner who is the original purchaser of HERF Herringbone, not to any subsequent homeowner.

Questions About This Warranty

Questions about this warranty can be sent via email to 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**
 - Refund due to excess charges
 - ▶ Customer can write in to Evorich through email at **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



SAVOUR Me!

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