



FLOOR MELODY PTE LTD

美乐. 地板专家有限公司

www.floormelody.com.sg

Floor Melody Pte Ltd One Year Residential Installation Warranty

Product Line(s): Terra Firma Collection Axione Wood collection, Natural Steps Collection

Congratulations on the installation of your new floor! For floor-care tips, please visit Floor Melody online at www.floormelody.com.sg

WHO'S COVERED

The original purchaser of Floor Melody installation services is covered by this warranty. This warranty is not transferable.

LENGTH OF COVERAGE

This limited warranty is valid from the date of substantial completion of installation up to one (1) year for normal residential foot traffic.

WHAT'S COVERED

The installation is warranted that it was installed pursuant to industry standards and manufacturer's installation instructions.

WHAT'S NOT COVERED

Moisture (or Lack of Moisture): Damages caused by moisture (such as leaking pipes, spills, wet mopping (chemical cleaning agent), pets, failure to properly maintain relative humidity or temperature, subfloor moisture, etc.) are excluded. Moisture (and dryness) can cause issues such as cupping, crowning, warping, buckling, peeling, twisting, or gapping.

WHAT DOES 100% WATERPROOF MEAN?

When exposed to water, Product Line(s): Terra Firma Collection, Axione Wood collection Natural Steps Collection and Europe Unique collection are waterproof and will not swell, buckle or lose integrity. In the case of standing water or flooding, above collection will not act as a waterproofing barrier for the subfloor and/or any surrounding structure. Any damage to the subfloor

and/or surrounding structure that is caused by standing water or flooding is not covered by any of our warranty.

Other Site and Environmental Conditions: Defects or damages resulting from extreme indoor conditions (such as extreme heat, radiant heat, or exposure to sun); foundation issues such as settling; Pop up (tiles, laminate flooring overlay); indentations and scratches (caused by pets, furniture, appliances, tools, heels, toys, etc.); improper maintenance and accidents; failure to follow instructions provided by Installation Provider or manufacturer, misuse and abuse; and any wear that conflicts with the care instructions on www.floormelody.com.sg are not covered. Alterations or repairs performed by someone other than the Installation Provider or use of materials not provided by Floor Melody Pte Ltd or Installation Provider are not covered.

Special and unconventional installations: Installations and/or installation methods performed at your request against the advice of the Installation Provider are not covered. Special installations such as borders and medallions or lacing or tying into existing installed flooring from another manufacturer are not covered.

Damages and Boards Installed with Visible Defects not promptly reported: Floor Melody recommends that you be present for the installation and participate in board selection. In the event that, despite participating in board selection, you object to a board with defects such as visible manufacturing, natural or other defects it must be reported to the Installation Provider, Expeditor or Customer Care promptly. If you did not participate in board selection and failed to promptly report a visible defect, it is not covered. It is suggested that you inspect the installation upon completion. Damages to personal property and dissatisfaction with craftsmanship must be reported within three (3) days of completion of installation and if not timely immediately, are waived.

Vinyl and Natural wood flooring Characteristics: Wood flooring is a natural product. different from Natural Wood flooring vinyl flooring is a composite product. The color and grain are subject to manufacturing design it may change in tone as a result of the conditions to which it is exposed including maintenance seasonal and environmental factors as well as wood flooring. Seasonal gapping due to the vinyl and wood products expansion and contraction in heating and nonheating seasons or weather may occur. Color changes due to aging or exposure to UV/sunlight may also occur. In addition, vinyl design are variations from board to board to simulate the natural wood effects, like differences in grain, color, tone and knots, may exist. Issues relating to these vinyl or natural wood characteristics are not covered under this warranty.

Color and Shade Variations: New or replacement flooring may not always match samples, printed color photography (including websites and catalogs), existing flooring or other wood products (such as cabinets, stair railings, trim and moldings) due to natural variations that occur by species, age, growing conditions, exposure to UV/sunlight and other factors. Consequently, these variations should be expected.

Odd Lots and Other Parties: An odd lot is flooring that is discounted because it did not pass our rigorous inspection process and installation of it is not covered. Accordingly, the installation of flooring that did not pass inspection is not covered under this warranty. Additionally, only installation agreements made directly with and paid for in full directly to Floor Melody Pte Ltd, Inc. are covered by this Warranty.

Special, Indirect or Consequential Damages: Losses, damages or expenses relating to anything other than the floor itself are not covered. For example, personal damages/costs that may arise while pursuing a quality issue, such as missed time from work, hotel stays, storage fees, kennel costs for pets, etc., are not covered. Countertops, cabinets, built-in appliances or other fixtures should not be installed on top of your floor and the cost of the removal or replacement of these items is not covered.

HOW TO REGISTER YOUR WARRANTY

The original purchaser who engage with Floor Melody installation services can use our website <https://www.floormelody.com.sg/warranty> to register warranty with the final invoice provided by Floor Melody Pte Ltd.

HOW TO MAINTAIN YOUR WARRANTY

Follow the Pre-Installation Requirements and Care Instructions: Your installation area must be between 60° to 80° Fahrenheit with a relative humidity between 30% and 50% for at least five days prior to delivery and throughout the life of your floor to ensure optimum performance. Care instructions can also be found on the Lumber Liquidators website. You must comply with all applicable environmental and building codes, regulations and laws.

Inspect All Boards for Visible Defects: Boards installed with visible defects are not covered under this warranty. Accordingly, before installation, you should examine all boards to ensure they are satisfactory. If any boards are unacceptable due to color, finish, milling or any other reason, it is up to you to determine whether the Installation Provider should use them, hide them in areas like closets, trim off the imperfection, or not install them at all.

Plan on being present during installation to ensure that all required procedures are completed and boards with visible defects are not installed. It is important to inspect individual boards and to frequently step back to observe the "whole picture" before installation is completed.

If quality issues are suspected before or during installation, immediately contact the store where your floor was purchased or call us at +65 6974 4128.

WHAT WE WILL DO

If any portion of your installation should fail with respect to this warranty, we will repair the improperly installed portion. Repair is the sole remedy under this warranty. Repair or replacement does not renew or extend the terms of this warranty. Any warranty on the repair expires one year from the date of the initial installation or 45 days from the date of the repair, whichever is later. The repair will be performed by the original Installation Provider, if possible, and during regular business hours. There is no guarantee that the same or a similar product to the original flooring will be available at the time the repairs are made. You agree to accept a reasonable replacement product or substitute Installation Provider, if either may become necessary. If additional materials are required, you shall be required to incur such costs.

We reserve the right to investigate, assess and validate reported claims by, among other things, requesting samples from you for technical analysis and performing an inspection of the flooring and installation location.

AS HIGHLIGHTED IN THE "WHAT'S NOT COVERED" SECTION, UNDER NO CIRCUMSTANCES WILL WE BE LIABLE FOR ANY DIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES. FURTHER, UNDER NO CIRCUMSTANCES WILL OUR LIABILITY ARISING OUT OF OR RELATING TO THE INSTALLATION OF YOUR FLOORING EXCEED THE TOTAL SUM PAID BY YOU FOR THE INSTALLATION SERVICES AT ISSUE.

HOW TO FILE A WARRANTY CLAIM

Just visit the store where you purchased your floor, call us at +65 6974 4128, or email us at sales@floormelody.com.sg. Claims must be submitted within Seven (7) days of the date that the problem with the floor is first discovered.

YOUR RIGHTS

The terms above represent the sole and exclusive warranty with regard to your installation services. WE DISCLAIM ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, EXCEPT TO THE EXTENT THAT ANY SUCH WARRANTIES CANNOT BE VALIDLY DISCLAIMED UNDER APPLICABLE LAW.

This warranty gives you specific legal rights, and you may also have other rights which vary from Country to Country or State to State. We maintain the exclusive right to alter the obligations and limitations of this warranty.

This warranty does not restrict or limit the right of the Installation Provider to bring action against you for non-payment.

This warranty is provided by Floor Melody Pte Ltd, 1 Sims Lane #01-08 S387355.

Limited Warranty to Against Manufactural Defect Term Length for Applicable Products and Years

Use	30-Years	25-Years	20-Years	10-Years
Residential	Terra Firma vinyl Flooring	Europe Unique Collection Natural Steps Collection		Axione Wood Collection (Only wood flooring with 10 years Warranty)
Commercial			Terra Firma vinyl Flooring	Europe Unique Collection Natural Steps Collection Axione Wood Collection