



**SG Safe Wall®**

**Warranty Kit**

# SG Safe Wall

## 3 Years Residential Limited Warranty

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

### ***Pre-Installation***

The Floors Emporium warrants that SG Safe Wall (Verlux Collection) is free of visual defects. You and/or The Floor Emporium's certified installers should carefully inspect each piece before installation. Any tiles that appear to have a defect should not be installed. The Floor Emporium 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 The Floors Emporium in writing within 3 years of the date of the purchase, The Floors Emporium 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 SG Safe Wall (Verlux Collection) products distributed under The Floors Emporium is protected against water damage and termite damage on the product.

B. If the SG Safe Wall (Verlux Collection) is damaged by water or termite attack, the end-user has the right to request The Floors Emporium and its contractors to change the default product or refund a reasonable cost of the flooring products installed at the discretion of The Floors Emporium.

C. Surface will not wear through the decorative surface (Scratches or loss of gloss is not considered as wear) when SG Safe Wall (Verlux Collection) is subject to normal usage.

D. SG Safe Wall (Verlux Collection) will not fade when subject to normal usage.

E. The Floors Emporium warrants end-users of SG Safe Wall (Verlux Collection) for any detachment, separation, loosing or breaking off from the wall where it is glued / attached.

F. The Floors Emporium 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: SG Safe Wall (Verlux Collection) may be installed in bathrooms and showers/tub surrounds in accordance with The Floor Emporium'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 The Floors Emporium;

- 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-TFE appointed installation team causes the damage and/or defect(s) to the flooring.

Please keep your invoice or obtain it from the original purchaser. The Floors Emporium 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 SG Safe Wall (Verlux Collection), not to any subsequent homeowner.

### ***Questions About This Warranty***

Questions about this warranty can be sent via email to [contact@tfe.com.sg](mailto:contact@tfe.com.sg) or via mail to: The Floors Emporium, 1 Tampines North Drive 1 #02-02 T-Space Singapore 528559 (postage to be paid by sender) or call our Customer Service Center at +65 6385 8887.



# **THE FLOORS EMPORIUM**

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