

Warranty

This warranty comes into effect from the date of purchase. The original, dated purchase invoice, complete with the distributor's stamp, will need to be submitted. The date of purchase is the invoice date. The warranty can only be invoked if all of the conditions below have been fulfilled. The warranty covers the original purchase by the first purchaser and the original installation by FBX team only and is non transferable. Please consult the manufacturer or distributor if you have any doubts.

1 Year Product Warranty

- The product warranty only applies to defects inherent to the material supplied. This is understood to mean any material or production defects acknowledged by the manufacturer, including the rot.
- FBX warrants its products, in their original manufactured condition, to be free from defects in lamination, assembly, milling and dimension. This warranty is extended to the original purchaser of the goods and is not transferable.

1 Year Finish Warranty

- FBX warrants to the original purchaser, that the applied finish will not wear through, peel, or separate from the floors for a full 1 years from the date of purchase, when used under normal residential traffic conditions. This warranty excludes any indentations, scratches or surface damages caused by lack of proper maintenance, misuse, negligence, water, or abrasives. This warranty is extended to the original purchaser of the goods and is not transferable.

Important

- Solid timber is a natural material containing grain and tonal differences. Thus, it is not possible to achieve total consistency of colour and grain in its selection and installation.
- Solid timber flooring is subject to thermal expansion and contraction beyond control of the manufacturer as this is natural hardwood product. These natural occurrences do not constitute a failure of the product, and thus any gap opening after installation is a natural phenomenon and therefore not considered as a defect.

Warranty Exclusions

- FBX warranties do not cover improper installation including but not limited to, failure or lack of moisture barrier, incorrect adhesives, moisture difference between flooring and subfloor, poor installation.
- FBX warranties do not cover indentations, scratches, defects or damages caused by the failure to follow all of the manufacturer's pre-installation and installation procedures.
- Responsibility for inspection and approval of wood floors falls to the consumer and installer prior to permanent installation. The installer is the final inspector of the product.
- FBX is not responsible for labour costs associated with the repair or replacement of visually defective planks after the floor is installed. In addition, prior to installation the installer should make certain that the subfloor is properly inspected for moisture conditions.
- The FBX warranty does not include installation over heated floors.
- FBX warranties do not cover indentations, scratches, defects or damages caused by improper maintenance, insufficient protection, misuse or improper alterations of the original manufactured product.
- FBX warranties do not cover damages caused by the use of oil soaps, liquid or paste wax products or other household cleaners that are not recommended maintenance products.
- FBX warranties exclude non-factory applied finishing including, but not limited to refinishing.
- FBX warranties do not cover indentations, scratches, defects or damages caused by negligence, water, insects, pets, spiked or damaged heel shoes, vacuums with beater bar heads, furniture, appliances, castors, falling or dropped objects or construction traffic.
- FBX warranties exclude indentations, scratches, defects or damages caused by neglect or abuse including, but not limited to, failure to take proper precautions to protect furniture legs and feet with protective pads and properly functioning castors or improper protection during the construction process when moving heavy objects or sustaining heavy traffic.
- FBX warranties do not cover defects and damages caused by manmade or natural disasters including but not limited to, leaking or broken plumbing, fire, flood, earthquake or standing water during or after construction.

N.B. No warranties apply to any product or products designated as goods sold “as is”. Or “end of line special “

The Following items are not covered by warranty

- Damage caused by negligence, accidents, misuse or abuse
- Damage caused by vacuum cleaner beater bar or hard heads
- Damage caused by appliances, furniture and casters
- Damage caused by flooding, fire, and other natural disasters and Acts of God.
- Reduction in gloss, scratches or indentation due to sand or other abrasives, pets, insects, construction traffic, or failure to maintain the floor as required
- Colour, shade or texture variations between samples or replacement flooring and the actual material.
- Colour variations between flooring and/or samples and other flooring or wood products, which you wish to match (e.g. cabinets, stair railings, trim, etc.).
- Changes in colour due to exposure to sunlight and age.
- Deficiencies related to subfloor/floor assemblies, subfloor preparation materials, and fasteners including, but not limited to, uneven subfloor surfaces, floor deflection or voids in the subfloor.
- Noises (squeaks, etc.) associated with anything other than manufacturing defects of the flooring.
- Naturally occurring wood characteristics such as variations in grain, color, mineral streaks and knots.
- Natural expansion and contraction resulting in separation between boards or damage caused by low or excessive humidity.
- Products designated sold "AS IS." Or “End of Line special”
- Commercial installations of residential products.
- Construction or installation-related damage.

- Floors damaged or adhesive breakdown caused by subfloor moisture or water damage, including but not limited to, broken or leaking water pipes, flooding, wet-mopping spills or weather conditions.

IMPORTANT :

YOU AND/OR YOUR INSTALLER ARE RESPONSIBLE TO INSPECT FLOORING PRIOR TO INSTALLATION. WE ACCEPT NO RESPONSIBILITY FOR LIABILITIES, CLAIMS OR EXPENSES, INCLUDING LABOR COSTS, WHERE FLOORING WITH VISIBLE DEFECTS HAS BEEN INSTALLED.

How to Make a Claim

In the unlikely event that any portion of your floor should fail, with respect to any of the provision of this warranty, FBX, at its sole option to the original purchaser, will repair, refinish or replace such portion with the same product or another product of equal value at no cost to you.

In the unlikely event that FBX is unable to correct the failure after a reasonable number of attempts, FBX will refund, if requested, the purchase price for that portion of the floor that fails. This provision does not cover the removal or replacement of cabinets and other fixtures.

To file a claim, first contact the FBX retailer where the original purchase was made. If the retailer is unable to satisfy the claim, they will place you in touch with our offices. Please include your contact information, the date of purchase, name of retailer and installer and the sales invoice or receipt. Claims must also be filed within the warranty coverage period and information verifying the date of purchase will be requested. FBX reserves the right to have a designated representative inspect the floors and remove samples for technical analysis.

This writing is the complete and exclusive statement of the warranty.

P/S : FBX = FLOORINGBOX SDN BHD

