

SCOPE OF WARRANTY

Arc Floor offers a **limited warranty** on its products and installation services to ensure quality and satisfaction. This warranty applies only to the original purchaser and covers products purchased directly from Arc Floor or its authorised distributors. This warranty is **non-transferable** and does not extend to subsequent property owners or third parties.

WARRANTY COVERAGE

This warranty covers the following:

- **Manufacturing Defects:** Any defects in the production or composition of the flooring materials, including (but not limited to) cracks, warping, or uneven finishes.
- **Installation-related Issues:** Faults arising from improper or substandard workmanship during the installation process carried out by us.
- **Structural Integrity:** Assurance that the flooring will maintain its intended structural form and function under normal residential or commercial conditions.

WARRANTY PERIOD

The warranty period begins on the date of purchase as indicated on the invoice provided by us. Any claims made after the expiry of the warranty period will not be entertained. This warranty covers all our products, including:

- Composite Timber
- Luxury Vinyl
- Engineered Hardwood
- Solid Hardwood
- KristalBond

WARRANTY EXCLUSIONS

This warranty does not cover the following:

- **Accidental Damage:** Flooring damaged by impacts, spills, or mishandling.
- **Improper Maintenance:** Damage caused by using unapproved cleaning products, techniques, or neglecting regular maintenance.
- **Environmental Conditions:** Issues arising from excessive moisture, flooding, extreme temperature fluctuations, or direct sunlight exposure.
- **Normal Wear and Tear:** Expected aging and usage signs such as minor scratches, dents, or slight fading over time.
- **Unsuitable Installations:** Flooring installed in areas not recommended, such as outdoor spaces or excessively damp environments.
- **Subfloor Issues:** Problems caused by uneven, unstable, or improperly prepared subfloors, including moisture seepage or structural deterioration.
- **Non-Standard Applications:** The warranty is void if the flooring is installed on platforms, fixtures, or used for non-standard projects.
- **Relocation or Tampering:** The warranty will not apply to flooring that has been removed, reinstalled, repaired, or tampered with by non-authorized contractors. This includes reinstallation at a new property.
- **Colour Discontinuation:** In cases where the flooring colour is discontinued, customers may opt for a replacement with available colours or an equivalent product. If replacing the entire area due to colour mismatch, material costs may be rebated, but labour costs will apply.

Customers are advised to follow all care and maintenance instructions provided by us to maximise the lifespan and performance of their flooring.

WARRANTY CLAIM PROCESS

To initiate a warranty claim, customers must adhere to the following steps:

1. Ensure that your warranty is successfully registered and still within the validity period.
2. Contact Arc Floor immediately upon noticing the issue.
3. Provide a screenshot of your eWarranty Card and detailed photos of the defect.
4. Allow inspection by our representatives, if necessary.

REMEDIES

In the event of a valid warranty claim, Arc Floor will take the following actions:

- **Repair:** Address and fix the specific defect identified in the flooring or installation.
- **Replacement:** Provide replacement materials for the defective flooring at no additional cost to the customer.
- **Reinstallation:** Reinstall the flooring if the issue is determined to be due to installation errors.

Arc Floor reserves the right to choose the most appropriate remedy based on the nature and extent of the defect reported. Replacement materials may differ slightly in colour or texture and are subject to changes due to manufacturing processes or availability.

LIMITATIONS OF LIABILITY

Arc Floor's liability under this warranty is limited to the repair or replacement of defective materials or workmanship. Arc Floor is not responsible for:

- **Indirect Damages:** Loss of use, inconvenience, or incidental and consequential damages.
- **Removal Costs:** Expenses incurred for removing furniture, fixtures, or existing flooring.
- **Additional Costs:** Costs related to repairing or addressing subfloor conditions or other unrelated issues.

Customers acknowledge that Arc Floor's responsibility is limited to addressing the specific defect within the terms of the warranty.

MAINTENANCE REQUIREMENTS

- Proper maintenance is critical to preserving the integrity and appearance of Arc Floor products. The warranty is void if:
- Recommended cleaning methods and products are not used.
- The flooring is subjected to neglect or misuse.
- Preventative measures, such as using rugs or furniture pads, are not implemented in high-traffic areas.
- Moisture or humidity exceeds acceptable limits prior to installation.

Refer to Arc Floor's Care and Maintenance Guide for detailed instructions on maintaining your flooring.

GOVERNING LAW

This warranty is governed by the laws of Singapore. Any disputes, claims, or legal actions arising from this warranty will be resolved exclusively within the jurisdiction of the courts of Singapore.

AMENDMENT RIGHTS

Arc Floor reserves the right to amend these terms and conditions without prior notice. Any changes will apply solely to purchases made after the effective date of the updated warranty terms.

ACCEPTANCE OF TERMS

By engaging Arc Floor Pte Ltd, you agree to the terms and conditions outlined in this warranty. This acceptance affirms your understanding of the coverage, exclusions, and obligations as described.