

FLOORAM Warranty covers manufacturing defects and any hidden defects on the Flooram Vinyl Flooring material

25 years warranty for residential installation OR

5 years warranty for commercial use on material

Excluded from Warranty

- Damages through incorrect installation
- Damage through incorrect care and maintenance
- Damage through water ingress, insect infestation and natural disaster
- Scratches, stains or mechanical damages to the surface caused by incorrect treatment, use or storage, high heel shoes, furniture, stones or pets.
- If the sub-floor is not smooth, not level and with high moisture.

Any complaint will have to be presented to Flooram Authorised Distributor in writing or email with photos and description of the problem within 30 days after the defect has been determined. Please provide proof of purchase or registration details. Before accepting a claim, we reserves the right to verify its legitimacy of the claim.

The warranty is valid only to the original registered owner/purchaser of the installation site and it is not transferable

REGISTRATION FORM *please attach proof of purchase. No registration required for purchase from Ram Asia

OWNER NAME:		TEL:	EMAIL:
INSTALLATION ADDRESS:			
DATE OF PURCHASE:		COLOUR CODE:	
DEALER COMPANY NAME:		DEALER COMPANY CHOP	
SALES PERSON NAME:			
FOR OFFICIAL BUSINESS			



- The warranty takes effect from the date of purchase or installation. Proof of purchase is required (please keep your original purchase invoice) or you may register your purchase with Flooram Authorised Distributor. Registration must be made within 60 days of your purchase or installation date.
- This warranty covers manufacturing faults of the vinyl flooring only. The warranty is effective from the date of collection of the vinyl flooring material or upon completion of installation. The purchaser must register the installation site address and owner details within 60 days of purchase for this warranty to be valid.
- The warranty is valid only to the original registered owner/purchaser of the installation site and it is strictly not transferable.
- The warranty applies exclusively upon use of the product in normal living and property areas and installed at appropriate areas according to the usage class.
- This warranty is not valid if the flooring is exposed to inexperienced treatment, improper maintenance, exposure to extreme temperature, extraordinary stress, falling objects, water damage (leaking, flooding or standing water), direct sunlight exposure, standard wear and tear (according to usage class) and wear and tear along the plank edges are excluded from this warranty.
- Product colour variations due to production run differences, including variations between samples and actual product sold. The appearance of colour changes and surface variations, for instance from ageing of the floor and climatic changes, abnormal wear and tear, are not covered by this warranty.
- Flooram flooring must be correctly installed according to Flooram installation instructions or our authorised distributors installation instructions.
- The warranty period will not be changed once a complaint have been attended to and resolved.
- If the warranty is applicable, the affected material will be supplied free for the replacement or repair. In the event the design or product is no longer available, it will be replaced with the closest substitute of the Flooram current range of design and colour. In the event replacement is not possible or unacceptable, Flooram will refund the cost based on the quantity of the defective material at the selling price (material cost only) as a final remedy.
- This warranty does not cover workmanship cost (unless within the workmanship warranty period). All dismantling, new installation and waste disposal expenses are excluded from this warranty. This warranty does not cover for any claims, compensation or reimbursement of expenditures. A transport charge will be levied for any services provided to site (site inspection or repair).
- Flooram, Flooram Authorised Distributors and appointed re-sellers shall not be liable for any incidental, consequential or special damages or for any loss, damage or expense arising from the sale, use or installation of the product or from any other cause whatsoever, whether based on warranty (expressed or implied) or otherwise based on contract, or on tort, or regardless of any advice or representations that may have been rendered by Flooram Authorised Distributor and Re-Sellers concerning the sale, use or installation of the product.

WARRANTY