



## Conditional Product Warranty

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### LIMITED WARRANTIES WITH TERMS & CONDITIONS

The warranties listed below apply to all SPC Flooring by Alpine and apply to purchases made on or after July 1<sup>st</sup> 2022.

Alpine's SPC Flooring's limited warranty covers **Wear, Fade, Stain & Termite Resistance** for a specified length of time (as stipulated below) from the date of purchase and subject to the prerequisites stated hereafter.

Warranty Product / Warranty Periods		
Warranty Coverage	Residential	Moderate Commercial
Manufacturing Defect	10 Years	5 Years
Wear, Fade & Stain Resistance	10 Years	5 years
Termite Resistance Warranty	Lifetime	Lifetime

All warranties are only for the benefit of the original purchaser and installation site and shall further only be applicable to products used in dry residential or light/moderate commercial (indoor) areas.

The warranty is pro-rata in which reimbursement decreases proportionally as the warranty period approaches its expiry date. The value of the original Alpine SPC Flooring warranty will be reduced by the amount of time that the original purchaser possesses the product. When a claim is made, the value of the warranty is calculated as a percentage of the number of years of possession. The services provided in relation to this warranty do not extend the original warranty period.

### Conditions of Warranty:

#### 1. Wear Resistance Warranty

- Must be through the wear layer to the degree that the printed pattern is worn off in an area of at least one square centimeter on one panel.

## **2. Stain Resistance Warranty**

- Have visible stains on the surface due to the following household substances: hand-cream, fruit juices, fats, coffee, soft drinks, ink or similar products.

## **3. Fade Resistance Warranty**

- Must be to the degree that the floor is permanently discolored under normal interior application only. (Sunlight from the window, door & roof must be protected with proper curtain and etc.)

## **4. Termite Resistance Warranty**

- Must be to the degree that the floorboards are deemed structural unfit in an area of at least one square centimeter on one panel.

### **PREREQUISITES:**

1. Alpine's SPC must be installed & maintained in accordance to Alpine's method of installation & product maintenance guideline. Improper sub-floor/surface preparation, installation or application will void this warranty.
2. This warranty does not cover wear or damage due to improper installation, cleaning, care or maintenance in a manner contrary to the instructions as provided by the manufacturer, physical abuse to or misuse of the product, accidents causing scratching, impact or cutting, freight damage, modification, alteration of either chemical or physical characteristics.
3. Each panel must be carefully inspected prior to installation. Any panels that appear to have visual defects should not be installed. We shall not be responsible for any claims on installed floor with visual defects.

### **LIABILITY CAN BE CLAIMED WHEN:**

1. The décor layer is worn off in an area of at least one square centimeter on the panel.
2. The defect of abrasion is reported to the authorized dealer (that you purchased from) in written form within 30 days after it has been noticed.
3. The written complaint has to be accompanied by the proof of purchase (Purchase order/delivery order) for the product in question.
4. We are allowed to inspect all reported defective products or said to be defective floor on site before recognizing any claims.

**WITHIN SCOPE OF THIS WARRANTY, PRINCIPAL HAS THE OPTION TO:**

1. Replace the defective floor panel (color variations due to replacement with new panels for defective area is unavoidable), or reimburse the current value.
2. If the identical décor is not available, a suitable replacement will be delivered.
3. This warranty covers a replacement of the affected material only, it does not cover associated labour costs, any other related materials and extra costs.
4. Any warranty claims accepted do not prolong the total warranty period counted from the date of purchase.

**EXCLUSIONS FROM THE WARRANTY:**

1. Dissatisfaction or damage due to improper installation or maintenance.
2. Damage caused by fire or burns, flooding & mechanical damage (i.e., damage done on the floor by hitting or falling by hard objects).
3. Indentations or damaged caused by improper rolling loads.
4. Caster wheels, chairs or other furniture without proper floor protectors and cuts from sharp objects.
5. Surface scratched or scuffing.
6. Changes in colour or sheen from exposure to sunlight or due to the use of rubber-backed mats.
7. Exterior applications.
8. Minor shading, colour or texture differences between samples or printed colour photographs or illustration with the delivered product.

