



WARRANTY INFORMATION

ELEGANT CLIQ SPC Flooring Warranty is given to the original purchaser of our products and is limited to ELEGANT CLIQ Flooring products only! This warranty is NOT transferable and may not be claimed by any other than the original purchaser!

Important! ELEGANT CLIQ SPC Flooring Installation and maintenance guidelines MUST be followed as a condition for this warranty. Failure to comply with the installation and maintenance parameters is subject to denial of the claim.

LIMITED 7 YEARS RESIDENTIAL WARRANTY / LIMITED 5 YEARS LIGHT COMMERCIAL WARRANTY

WHAT IS COVERED?

We guarantee that in a dry residential indoor environment, ELEGANT CLIQ SPC floor:

- Will not stain from normal household consumable items such as food or drink.
- The wear layer will not wear through.
- Will not fade in color due to indoor household lighting.
- Will resist water damage from normal household activities when removed promptly.

WHAT WILL WE DO IF ANY OF THE ABOVE LISTED THINGS HAPPEN?

If you make a claim within the warranty period and follow our servicing procedures, we will, at our option, either provide material to repair the defective area or replace the floor. If the floor was professionally installed, we will pay reasonable labor cost to repair the defective area or replace the floor during the warranty period.

EXCLUSIONS

This limited warranty does not cover wear or damage due to improper installation, cleaning, care or maintenance such as:

- Accidents, abuse, or misuse.
- Extreme heat or cold.
- Scratching, impact or cutting.
- Improper workmanship or installation not in accordance with our installation instructions.
- Improper maintenance.



- Improper fabrication.
- Freight damage.
- Damages by acts of God.
- Water damage from excessive moisture in a concrete slab, hydrostatic pressure, flooding caused by ice makers, refrigerators, sinks, dishwashers, leaking pipes, flooding, standing water, household mechanical failures, damage caused by water underneath the flooring, including damage from subfloor hydro static pressure or other conditions that result in water being below the flooring or natural disasters.
- Planks coming apart at the seams because they have been engaged/disengaged more than three times.
- Installation of flooring that contains any manufacturing defect is not covered by this warranty. * This warranty is issued to the original retail purchaser and is not transferable. The limited warranty applies only when the affected area is visible and covers a flooring area greater than one square inch. Proof of purchase in the form of a sales receipt or other establishing document is required when requesting warranty service. We exclude and will not pay incidental or consequential damages under this warranty. By this we mean any loss, expense, or damages other than to the flooring itself that may result from a defect in the flooring. In case of any questions, problems or emergencies please call us at 03-87413841 or email at admin@primelay.com.my

*Manufacturing: In addition to our original limited residential warranty, we warrant our product against manufacturing defects that exist in its product prior to purchase by the consumer. Any manufacturing defect must be reported prior to the product installation or, under any circumstance, no later than two (2) months after the date of purchase in order to be covered under this warranty. We will replace at our discretion, any such defective material at no additional cost to the customer. Any damage that might occur during shipment is the responsibility of the shipping company.