



CERTIFICATE OF WARRANTY

PSF INDUSTRIES SDN BHD, offers the following limited warranty on LUMINEX Vinyl Sheet flooring products from date of sale to the original purchaser of our products.

PRODUCT NAME: LUMINEX VINYL SHEET FLOORING

WARRANTY PERIOD: 15 YEARS LIMITED WARRANTY ON MANUFACTURING DEFECT & PRODUCT QUALITY

COVERED BY WARRANTY:

The product will comply with the technical specifications and be fit for those applications as set forth in the manufacturer's published technical materials at the time of sale.

- **Manufacturing Defects:** We guarantee that the vinyl sheet flooring is free from manufacturing defects.
- **Surface Layer Durability:** The surface layer is designed to withstand normal wear and tear under regular use conditions.
- **Stain Resistance:** The flooring is resistant to common stains when properly maintained.
- **Installation:** If installed by a professional following our guidelines, the flooring is covered against installation-related issues.

EXCLUDED FROM WARRANTY:

- Improperly installed, excessive wear and tear.
- Vandalism or negligence by the end user.
- Traffic flow, unforeseen weather conditions.
- Products subject to misuse and adhesives not recommended for use.
- Products which have been altered, modified, fabricated, or amended in any way.
- Preparation of sub-floor not specifically approved by manufacturer, discoloration, yellowing, whitening, or fading as a result of the natural or man-made condition.
- Damages by act of God/natural disaster and

Improper cleaning method/chemical used which may in any way caused warranty being void.

Warranty ONLY granted to the original purchaser and is NOT transferable or available to anyone else. This warranty covers all the PRIMELAY floor rubber product ranges intended for lying in domestic applications. Failure to comply with the installation and maintenance parameters is subject to denial of the claim.

Exposure to UV light and sunlight will cause color variation in outdoor rubber products over time.

WHAT IF YOU NEED WARRANTY SERVICE?

To file the claim, please include a detailed description of the problem, photos, and defective sample to the related salesperson, contractor/dealers. Proof of purchase in 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 damage 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.