

SPC FLOOR WARRANTY CARD

CUSTOMER INFORMATION

Customer full name:.....

Phone number:.....

Address:.....

Product code:.....

Installation area size:.....

Warranty period:..... **5 years for commercial, 15 years for residential**

Distributor name:..... **Apollo Flooring Distributor**



I. WARRANTY PERIODS FOR SPC ROYAL CRYSTAL FLOOR:

The warranty period for each product line is specified as follows:

Installation Position Product Category	RESIDENTIAL PROJECTS			PUBLIC, COMMERCIAL PROJECTS		
	Bedroom	Kitchen	Living room	Office/ Coffee shop/ In-door service places	Store/Showroom/R estaurant and Classroom	Supermarket/Airport/ Large commercial places
Nasa	●	●	●	●	○	○
Planet & Roman	●	●	●	●	●	○
Warranty Period	15 years (*)			05 years (*)		

(*) The warranty period is calculated from the time the product is completely installed.

- Notes:
- Recommended installation
 - Non-recommended installation

II. WARRANTY ELIGIBILITY

When the product is in the warranty period, the company will provide free warranty service in these following cases:

1. SPC Floor of Royal Crystal is damaged due to the manufacturer's faults. Manufacturer's faults include:
 - The floor is cracked, deformed when first opening the box or during everyday use.
 - The floor surface is scratched, concaved, or there is a crack when first opening the box.
 - The locking system is deformed, cracked or broken when first opening the box, but the box is not deformed.
2. During the product delivery, the customer or the construction team is responsible for checking and noticing any products that are not in the correct size, design, packing incorrectly as stated on the box, or detecting errors due to manufacturer above.
3. While in use, if the customer discovers any errors such as blistering, deformation, color fading due to unknown causes and not in the cases of warranty refusal, they will be warranted.

III. THE COMPANY WILL REFUSE WARRANTY IN THE FOLLOWING CASES:

1. Product warranty period has expired
2. The customer does not have the official warranty from the manufacturer, or the warranty card is damaged, patched or repaired. (Customers are recommended to activate Online warranty card).
3. Damage caused by failure to follow maintenance instructions (scratches, cuts caused by maintenance tools), improper cleaning, overuse or misuse of cleaning chemicals.

4. Dirt, stains, or discoloration on product are identified as caused by carpet dyes, charcoal streaks, asphalt, oil or adhesives or similar chemicals or materials.
5. Force majeure events lead to damaged products such as fire, explosion, natural disasters, floods, earthquakes, landslides, subsidence.
6. Loss of color, fading, reduction of shade due to the impact of temperature and sunlight over time.
7. Floor surface scratched or damaged by pets or outside animals.
8. Damage caused by failure to comply with manufacturer's installation instructions, installing at wrong place, or using tools incorrectly during installation.
9. Arbitrarily disassemble and relocate the product.
10. Products are worn, scratched and had other damages caused by users wearing high-heeled in which its soles contained with sand, gravel, pebbles, glass, vacuum cleaner bar, sharp object impact, hard plastic or metal wheel, ...
11. Damaged, broken locking system due to improper construction, warping, undulating of the ground foundation or using the floor lining material without following manufacturer's installation instructions. Or by sliding or rolling heavy objects > (above) 300kg on the floor without protective liner. It is necessary to use a hard liner at least 0.6cm thick and move slowly. Carpet or cardboard is not enough to protect floor surface in this case.
12. The floor surface is damaged by moving furniture or dragging heavy, hard objects directly on the floor without using rubber lining or suitable wheel.
13. Floor surface is deformed, cracked, scorched, discolored due to direct contact with heat sources above 70 Celcius Degrees (do not cook or place the induction hob, gas stove directly on the floor without lining protect).

IV. NOTES:

1. Condition to be eligible for warranty is that customers must have the original and official warranty card of Royal Crystal SPC products. (Online or Physical card).
2. The scope of the warranty applies to the end user only and is not transferable to anyone else.
3. Warranty is valid only in the event that all Manufacturer's installation and maintenance recommendations are strictly followed.
4. Construction units must be responsible for the quality of installation. Any occurrences during installation will not be covered under the warranty.