

Thank you for your interest in the products of **KLK Hardwood Flooring Sdn Bhd**, hereby referred to as **KLKHF**. This Limited Warranty applies to only engineered hardwood flooring purchased from **KLKHF** and **does not cover any problem that is caused by conditions, malfunctions or damage not resulting from manufacturing.**

General Terms & Conditions

- This warranty is valid only for flooring installed in dry, indoor areas and used under normal residential conditions.
- Flooring must be installed and maintained in accordance with **KLKHF's** installation and maintenance guidelines.
- Flooring must be checked for defects before and during installation, defective flooring should not be installed.
- Installation implies acceptance and no warranty will be offered for visible defects once the product is installed.
- Submitting a warranty claim does not extend the warranty period. The warranty remains effective from the original manufacturing date.
- This warranty includes a proration policy. Compensation will decrease over time according to the following formula:

$$\frac{25 \text{ Years} - \text{Years since manufacturing}}{25 \text{ Years}} \times 100 = \text{Coverage Percentage}$$

- This warranty is non-transferable and applies only to the first purchaser and owner of the original installation site.
- Warranty does not apply for reinstalled flooring.
- Damage that occurs during shipment or installation is not covered by this warranty.
- This warranty excludes coverage for any pest infestation occurring outside of our factory.

Resolution Methods

Any replacement of equivalent value, credit notes or refunds, not exceeding the original purchase price, are at the sole discretion of **KLKHF** upon completion of investigation.

25 Years Structural Warranty

This 25 Years Structural Warranty guarantees that, flooring installed and maintained according to our installation and maintenance guidelines, will be free of major structural defects such as delaminating, twisting, buckling, and other forms of structural deformation under normal usage.

Exclusions:

- Natural wood variations, such as color changes, knots, gum/sap marks, grain differences, and surface checks, are normal and not considered defects.
- Normal wear and tear such as surface scratches and indentations from the normal usage.

Filing a claim

- Please contact your assigned salesperson or email us at customersupport@klkflooring.com.
- Documents needed to file a claim:
 - Proof of purchase (Including purchaser's name, date, and order number.)
 - Batch number (found at the back of the flooring).
 - Photos of the defective area.
 - Any additional technical information to support your claim. (Temperature, relative humidity, installation date, subfloor.)
- **KLKHF reserves the right to conduct an onsite investigation if necessary.**

Disclaimers

KLKHF, disclaims all other warranties, both express and implied, including warranties of merchantability or fitness for a particular purpose. Under no circumstances shall **KLKHF's** liability to the buyer exceed the purchase price of the **KLKHF** hardwood floor. Compensation of labor costs and any consequential damages, including loss of time, inconvenience, or expenses resulting from the problem are at **KLKHF's** discretion.

Timber naturally varies in grain pattern and color, and may change with UV exposure. It can also shrink or expand due to climate conditions, though the engineered construction minimizes this effect. These characteristics are normal and are not considered defects.

Products that are not installed have to be kept in a suitable condition, with indoor humidity between 35% and 55% and temperature between 18°C and 24°C. Avoid excessive moisture and direct sunlight. Ensure proper ventilation to prevent moisture buildup and protect against fading or discoloration. **KLKHF** reserves the right to reject any claims if the product is not stored in the recommended condition.