



**AMAZONPRIMO**<sup>®</sup>  
contract carpet tiles

# WARRANTY

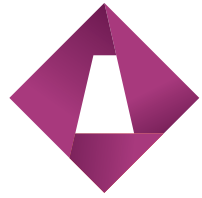
Your purchase of **Amazon Primo Cryptic Series**  
is warranted against typical surface wear and fading for:



**Up to 10 years under normal use  
in commercial installations.**



This warranty is only valid for Amazon Primo products that are purchased through authorised dealers and installed according to recommended methods, as well as properly cared for and maintained.



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## WARRANTY TERMS & CONDITIONS

All Amazon products are warranted against manufacturing defects under a Limited Wear Warranty period up to a number of years as indicated in the technical sheet of a particular product. While most of the warranties cover commercial installation, there are some warranties that are only applicable to residential use.

This Limited Wear Warranty is regressive in nature, which means if a warranty claim is made, it will be subject to the following annual reduction in claim value based on installation date:

Up to 2 years : 100%  
Year 2 to Year 5 : 75%  
Year 5 to Year 8 : 50%  
Year 8 to Year 12 : 30%  
Year 12 to Year 15 : 10%

All our products are warranted to be free from manufacturing defects that can result in the following issues:

Carpet Tiles : Excessive face yarn wear, fading, edge ravel or zipper, delamination from backing, excessive shrinkage and expansion, cupping and bowing, structural integrity and loss of antistatic performance.

**All warranties are only valid if the following terms and conditions are observed:**

- a) All products must be installed to Amazon recommended installation methods, which includes, but not limited to:
  - i) Proper subfloor preparation and installation techniques
  - ii) Adherence to installation temperature between 18°C and 36°C
  - iii) Adherence to humidity levels between 10% to 65% relative humidity
  - iv) Ensuring flooring and adhesives are acclimatized prior to installation
  - v) Ensure no moisture is present in any subfloor type, test if necessary
  - vi) Use of approved adhesives

- b) All flooring must be installed indoors, preferably in a climate controlled area
- c) All flooring must be maintained according to Amazon care and maintenance guide
- d) All flooring must be used as intended by the product specification; either residential, light commercial, medium commercial or heavy commercial
- e) Product must be handled with care during transit, storage and installation without exposure to extreme temperatures, over stacking and negligence

**This warranty does not cover the following:**

- a) Damage due to adhesives, adhesive tape, glue or any form of cleaning substance
- b) Abuse using any objects, which results in scratches, cuts, burns, indentations, punctures and/or holes
- c) Water damage of any kind, either from the subfloor or surface
- d) Damage from furniture or equipment of any kind, whether mobile or static
- e) Exposure to direct sunlight, with or without the use of blinds, curtain or tint
- f) Damage from spills, staining and/or soiling
- g) Damage from pets

In the event of making a claim, please contact the dealer you purchased from in writing and provide documentations such as invoice, delivery note, installation handover note and any other relevant supporting documents within 30 days a claimable defect is detected.