

PRODUCT WARRANTY LIST FOR NORWEX MALAYSIA & SINGAPORE

Norwex backs its quality commitment with a 100% satisfaction guarantee within 60 days of purchase for all products. While we stand behind our claims, we entrust customers to follow the proper microfiber care and use instructions to give the cloth the ideal condition to perform its best.

The warranty is not to replace a well-used cloth, wear and tear, cuts and burns, odours and stains, resulting from daily use. It does not cover used cloths that were not properly washed and laundered as recommended (excessive washing of the cloth can also wear out the fibers unnecessarily).

*Date of Document: Apr 1, 2023

60-day Satisfaction Guarantee

4-in-1 Kids Wash	UPP Laundry Detergent	Odour Eliminator
Bathroom Cleaner	Leather Shine	Oven & Grill Cleaner
Bright & White Laundry Booster	Liquid Laundry Detergent	Peppermint Foaming Hand Wash
Cleaning Paste	Lysere Body Lotion	Reusable Face Mask
Carpet Stain Remover Concentrate	Lysere Body Wash	Reusable Grocery Bags with BacLock
Descaler	Lysere Hand Lotion	Rubber Brush
Dishwashing Liquid	Lysere Prebiotic Deodorant	Spirinets – pack of 2
Eco-Wash Laundry Strips Detergent	Lysere Probiotic Whitening Toothpaste	SpiriSponge – pack of 2
Forever Bottle with Foaming	Ultra Power Plus Laundry Detergent	Sportzyme
Forever Bottle with Sprayer	Mattress Cleaner	Spray Bottle
Fresh Produce	Mighty Mesh Pot Scrubber	Stain Remover
Heavy Duty Degreaser Concentrate	Micro Cleaning Hand Pads	Washing-Up Liquid
Hand Wash Dispenser	Microfiber Cleaner Laundry Booster	

1-year Warranty

All-Purpose Kitchen Cloth	Facial Pads – set of 5 with pouch	Spray Bottle Attachment
Bottle Brush	Kids Bath Sponges	Squeegee Rubber Broom
Cutting Board	Kitchen Scrub Brush Replacement Head	Toilet Bowl Cleaning System
Deep Cleaning Brush	Makeup Removal Cloth Set – set of 3	
Dish Cloths – pack of 2	Multi-Use Handle	
EnviroScrubs – set of 3	Silicone Food Storage Containers	
EnviroSponges – pack of 2	Silicone Lids	
Ergonomic Toilet Brush and Holder	Soap-Dispensing Kitchen Scrub Brush	
Exfoliating Facial Mitt		

2-year Warranty

Active Towel	Fluff and Tumble Dryer Balls – set of 3	Window Cloths
Baby Body Pack – set of 3	Kids Hooded Towel	Window Cloth Mop Pad
Baby Bibs Set	Kids Pet To Dry	Pet Mitt
Bath Mat	Kids Towels	Pet Towel
Baby Hooded Towel Set	Lint Mitt	
Back Scrubber	Microfiber Sheet & Pillowcases	
Bathroom Scrub Mitts	Microfiber Variety Pack – set of 3	
Bath Towels	Norwex Napkins - set of 4	
Body and Face Pack – set of 3	Hand Towels	
Body Scrub Mitt	Hair Wrap	
Car Wash Mitt	Kitchen Cloths & Textured Kitchen Cloths	
Chenille Bath Mat	Kitchen Towels & Textured Kitchen Towels	
Chenille Dry Mop Pad	Kitchen Scrub Cloth	
Chenille Hand Towels	Kids Optic Scarf	
Counter Cloths – set of 3	Optic Scarf	
Counter Cloths and Box Set	Scrubby Corner Cloth	
Dish Mat	Sports Towel	
Dusting Mitts	Stainless Steel Cloth	
Dry and Buff Car Cloth	Tech Cleaning Cloth and Case	
Dry Superior Mop Pads	Tile Mop Pad	
EnviroCloths	Toddler Bibs and Cloths	
EnviroSleeve for Bottle Brush	Travel Pack – set of 5	
Enviro Suede Microfiber Cloth	Ultra-Plush Collection	
EnviroWand™ Sleeve Replacement	Veggie and Fruit Scrub Cloth	
EnviroWand™ with Two-Sided Sleeve	Wet Mop Pads	

5-year Warranty

Mop Base, Small
Mop Base, Big
Telescopic Mop Handles

How do I claim on Product Warranty

1. Provide Consultant Name, Consultant ID, contact no, Order ID, Ticket No, attached the product picture through NCO tickets system.
2. Once warranty accept, ship back the item and submit shipping details (courier company & tracking number) to the Company at:

Norwex Malaysia Sdn. Bhd. 201701031497 (1245667-T) AJL No. 932254 Lot 7-1, 7-2, UOA Business Park 1 Jln Pengaturcara U1/51A Seksyen U1, 40150 Shah Alam Selangor, Malaysia.	or	Norwex Singapore Pte. Ltd. (202018755W) Level 08-09, The Metropolis Tower 2, 11 North Buona Vista Drive, Singapore 138589.
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3. Cost of return is to be borne by the Returning party (ie Consultant or Customer)
4. The Company will process the warranty replacement in 7-14 working days (from date after receipt of returned products at Norwex MY/SG).