



# 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).

UPP Laundry Detergent

Liquid Laundry Detergent

Lysere Prebiotic Deodorant

Mighty Mesh Pot Scrubber

Micro Cleaning Hand Pads

Lysere Probiotic Whitening Toothpaste

Ultra Power Plus Laundry Detergent

Microfiber Cleaner Laundry Booster

Facial Pads - set of 5 with pouch

Kitchen Scrub Brush Replacement Head

Makeup Removal Cloth Set - set of 3

Soap-Dispensing Kitchen Scrub Brush

Silicone Food Storage Containers

Leather Shine

Lysere Body Lotion

Lysere Body Wash

Lysere Hand Lotion

Mattress Cleaner

Kids Bath Sponges

Multi-Use Handle

Silicone Lids

#### \*Date of Document: Apr 1, 2023

# 60-day Satisfaction Guarantee

4-in-1 Kids Wash Bathroom Cleaner Bright & White Laundry Booster Cleaning Paste Carpet Stain Remover Concentrate Descaler Dishwashing Liquid Eco-Wash Laundry Strips Detergent Forever Bottle with Foaming Forever Bottle with Sprayer Fresh Produce Heavy Duty Degreaser Concentrate Hand Wash Dispenser

#### 1-year Warranty

All-Purpose Kitchen Cloth Bottle Brush Cutting Board Deep Cleaning Brush Dish Cloths – pack of 2 EnviroScrubs – set of 3 EnviroSponges – pack of 2 Ergonomic Toilet Brush and Holder Exfoliating Facial Mitt

# xfoliating Facial Mitt 2-year Warranty

Active Towel Baby Body Pack - set of 3 Baby Bibs Set Bath Mat Baby Hooded Towel Set Back Scrubber Bathroom Scrub Mitts **Bath Towels** Body and Face Pack - set of 3 Body Scrub Mitt Car Wash Mitt Chenille Bath Mat Chenille Dry Mop Pad Chenille Hand Towels Counter Cloths - set of 3 Counter Cloths and Box Set Dish Mat **Dusting Mitts** Dry and Buff Car Cloth Dry Superior Mop Pads EnviroCloths EnviroSleeve for Bottle Brush Enviro Suede Microfiber Cloth EnviroWand<sup>™</sup> Sleeve Replacement EnviroWand<sup>™</sup> with Two-Sided Sleeve

Fluff and Tumble Dryer Balls - set of 3 Kids Hooded Towel Kids Pet To Dry Kids Towels Lint Mitt Microfiber Sheet & Pillowcases Microfiber Variety Pack - set of 3 Norwex Napkins - set of 4 Hand Towels Hair Wrap Kitchen Cloths & Textured Kitchen Cloths Kitchen Towels & Textured Kitchen Towels Kitchen Scrub Cloth Kids Optic Scarf **Optic Scarf** Scrubby Corner Cloth Sports Towel Stainless Steel Cloth Tech Cleaning Cloth and Case Tile Mop Pad Toddler Bibs and Cloths Travel Pack – set of 5 Ultra-Plush Collection Veggie and Fruit Scrub Cloth Wet Mop Pads

Window Cloths Window Cloth Mop Pad Pet Mitt Pet Towel

Odour Eliminator

Rubber Brush

Sportzyme

Spray Bottle

Stain Remover

Washing-Up Liquid

Oven & Grill Cleaner

Reusable Face Mask

Spirinetts – pack of 2

SpiriSponge – pack of 2

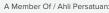
Spray Bottle Attachment

Squeegee Rubber Broom

Toilet Bowl Cleaning System

Peppermint Foaming Hand Wash

Reusable Grocery Bags with BacLock









### 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. Norwex Singapore Pte. Ltd. (202018755W) Level 08-09, The Metropolis Tower 2, 11 North Buona Vista Drive, Singapore 138589.

3. Cost of return is to be borne by the Returning party (ie Consultant or Customer)

or

4. The Company will process the warranty replacement in 7-14 working days (from date after receipt of returned products at Norwex MY/SG).



