

# 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: Jul 1, 2021

## 60-day Satisfaction Guarantee

Bathroom Cleaner	Micro Cleaning Hand Pads
Cleaning Paste	Microfiber Cleaner Laundry Booster
Descaler	Odour Eliminator
Dishwashing Liquid	Peppermint Foaming Hand Wash
Forever Bottle with Foaming	Reusable Face Mask
Forever Bottle with Sprayer	Reusable Grocery Bags with BacLock
Fresh Produce	Rubber Brush
Heavy Duty Degreaser Concentrate	Spirinets – pack of 2
Hand Wash Dispenser	SpiriSponge – pack of 2
Laundry Detergent	Sportzyme
Ultra Power Plus Laundry Detergent	Spray Bottle
Mattress Cleaner	Stain Remover
Mighty Mesh Pot Scrubber	Washing-Up Liquid

## 1-year Warranty

All-Purpose Kitchen Cloth	Facial Pads – set of 5 with pouch
Bottle Brush	Kids Bath Sponges
Cutting Board	Makeup Removal Cloth Set – set of 3
Dish Cloths – pack of 2	Mop Base
EnviroScrubs	Multi-Use Handle
EnviroSponges – pack of 2	Silicone Food Storage Containers
Ergonomic Toilet Brush and Holder	Silicone Lids
Exfoliating Facial Mitt	Telescopic Mop Handles

## 2-year Warranty

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

## 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).