

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 01, 2022

60-day Satisfaction Guarantee

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

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
Deep Cleaning Brush	Multi-Use Handle
Dish Cloths – pack of 2	Silicone Food Storage Containers
EnviroScrubs – set of 3	Silicone Lids
EnviroSponges – pack of 2	Squeegee Rubber Broom
Ergonomic Toilet Brush and Holder	
Exfoliating Facial Mitt	

2-year Warranty

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

5-year Warranty

Mop Base, Big
Mop Base, Small
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).