

CARPET WARRANTY GUIDE

Warranty only applies to carpet that has been installed according to the Installation Practice and Amendments of Textile Floor Coverings (AS/NZ 52455.1) and maintained according to the Cleaning Maintenance of Residential and Commercial Carpet of Textile Floor Coverings (AS/NZS 3733:1995).

NFD warrants that our carpet will be:

1. Free of manufacturing defects
2. Highly resistant to colour- fade & discolouration due to sunlight/atmospheric contaminants
3. Highly resistant to and protected against staining by most common food and beverages (no carpet is completely stain proof)
4. No transference of electrical charge due to static energy more than 3.6Kv
5. Subjected to no more than 5% abrasive wear (not crushing or flattening) & no less than 5% fibre loss when exposed to reasonable residential foot traffic in an owner occupied single family residence

Claims – Consumer Responsibility

- Warranties are extended to the original purchaser of the carpet and are not transferable.
- Proof of purchase is required for all claims.
- Proof of professional cleaning every 12-18 months is required.
- To file a claim under warranty contact your authorized dealer where carpet was purchased in writing;
 - Include a comprehensive description of the problem with the carpet and a copy of your invoice.
- NFD offers repair, allowances or credits for carpet material that fails to perform in accordance with warranty in affected areas based on the product's Wear Warranty Table on the following page

WEAR WARRANTY TABLE

The following prorated schedule applies for NFD Carpet Ranges.

25 Years

1-3 Years	3-5 Years	5-8 Years	8-12 Years	12-15 Years	15-25 Years
100%	80%	70%	50%	20%	10%

20 Years

1-3 Years	3-5 Years	5-8 Years	8-12 Years	12-15 Years	15-20 Years
100%	80%	60%	50%	20%	10%

15 Years

1-2 Years	2-4 Years	4-8 Years	8-12 Years	12-15 Years
100%	75%	50%	25%	10%

12 Years

1-2 Years	2-4 Years	4-8 Years	8-12 Years
100%	75%	40%	10%

10 Years

1-2 Years	2-4 Years	4-7 Years	7-10 Years
100%	80%	60%	30%

7 Years

1st Year	2-3 Years	3-5 Years	5-7 Years
100%	75%	50%	10%

5 Years

1st Year	2-3 Years	3-4 Years	4-5 Years	5 Years
100%	75%	50%	20%	10%

EXCLUDED FROM WARRANTY

- Carpet that has not been installed on new underlay in accordance with AS/NZS 2455.1
- Damages through incorrect installation including but not limited to seams, peaking, wrinkling etc.
- Cutting and installation of product without prior inspection for defects. Product must be inspected prior to cutting and or installation for any visible defects or incorrect product supply. If installed product is deemed to have been accepted
- Damages as a consequence of DIV installation
- Carpet installed outdoors, on stairs, bathrooms, kitchens or in areas subject to other than normal shoe traffic
- Damage caused by pulls, tears, pilling, pets, burns, smoke, machinery, spiked shoes, skates, watermarking, inadequate cushion, lack of protection under furniture.
- Damage resulting from negligence, improper use or natural disaster
- Damage to the carpet caused by improper cleaning maintenance and application of improper cleaning agents
- Damage caused by flooding, wetting or the presence of excessive moisture.
- The appearance of vacuum cleaner marks and footprints
- Discoloration effected by atmospheric or chemical influences (ozone effect).
- Damage or problems due to poor ventilation.
- Normal production differences between the colour of the retail store sample and the colour of the actual carpet. Store samples should be used as a colour reference only as production will vary slightly from batch to batch.
- Any associated costs such as rectification work, removal of or damage to fixtures or furniture, painting, accommodation, loss of time and incidental costs.
- Any non-residential, commercial or rental application of product
- Shadowing, shading, pile reversal or footprints (these are inherent characteristics of the carpet)
- Staining due to strong food dyes and colour changing chemicals including but not limited to vomit, faeces, acid, oil, wax, dyes, bleaches, lipstick, shoe polish, paints, grease, rust etc.
- Staining due to maintenance failures
- Non original purchasers of carpet (warranty is non-transferable)
- Damage to carpet due to usage of inadequate underlay (old, unsuitable quality, etc.)
- Carpet sold as seconds
- Implied warranties - no warranties implied or otherwise will be recognized beyond what is detailed in our warranty statements.
- Colour reproduction to sample and actual product may vary due to dye lot variation and is not covered in warranty.