

COMMERCIAL STAINFREE LIMITED WARRANTY

3 YEAR 5 YEAR 7 YEAR 10 YEAR 15 YEAR

Northstate Carpet Mills 
an ECO-focused company

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General Information

A *Permanent Stain* is defined as a localised irreversible and permanent colour change rated less than 3 under the AATCC Grey Scale for Evaluating Staining (1 = more change, 5 = less change).

It should be noted that there is often confusion about the difference between *permanent staining* and soiling, and the majority of stain complaints are actually soil related. Under the terms of this warranty, *permanent staining* will be differentiated from soiling.

Whilst this carpet carries a StainFree warranty, all carpets require regular care and maintenance. Please refer to the Care & Maintenance Guide applicable to this product. This warranty is not a cleaning contract.

Warranty

Northstate Carpet Mills warrants that the surface pile of this carpet will resist *Permanent Stains* caused by spills of substances typically found in homes, throughout the stated warranty period of the carpet from date of original purchase and installation, provided that the carpet is installed and maintained as required by Northstate Carpet Mills. This warranty is pro-rated based on the duration of the warranty and it is extended to the original purchaser of the carpet and is not transferable. This warranty is solely for the commercial, and/or residential, indoor use of the carpet.

Exclusions

This warranty is voided if you fail to follow reasonable carpet care and cleaning, and specifically excludes the following;

- ♦ areas subject to castor action, damage from skates, spiked shoes, or other specialised athletic footwear
- ♦ areas where seams, cross -joins and edges are not properly sealed at installation
- ♦ flattening, crushing, matting, shading, tracking, appearance &/or texture change
- ♦ re-appearing (wicking) spots, general soiling, and discolouration or appearance change due to pile distortion
- ♦ generalised and permanent discolouration or appearance change caused by improper maintenance which has lead to dulling of the colour as a result of excessive soil abrading the carpet fibre
- ♦ changes in carpet colour, fading, or other discolouration resulting from atmospheric or chemical influences
- ♦ carpets sold as seconds, irregulars, shorts or used
- ♦ any defects due to improper installation including wrinkling, rucking, seam peaking, tuft losses, zippering or edge ravelling
- ♦ damage to the carpet caused by improper maintenance, application of improper cleaning agents, exposure to excessive water, mishaps or inadequate care
- ♦ carpet which has been subjected to abnormal use and conditions including flooding, pet damage, smoke, etc., or wilful damage including burns, tears and cuts
- ♦ carpet which has been damaged due to the application of any topical treatments
- ♦ carpet which has been exposed to substances or contaminants which degrade or destroy the fibre
- ♦ any consequential or incidental damage, loss or expense of any kind other than to the carpet itself that may result from a defect in the carpet, including without limitation, movement or replacement of furnishings, fittings removal, carpet disposal, mileage, delivery delays and any extra handling or labour.

Owner Obligations

In order to maintain and protect your coverage under the terms of this warranty, you must do the following;

- ♦ keep proof of purchase in the form of a receipt, bill, invoice or statement from your retailer showing the price you paid for the carpet, together with proof of installation date
- ♦ have your carpet installed in accordance with 'Northstate Carpet Mills Technical Bulletin – Installation Procedures & Requirements', and AS/NZS 2455.1:2007
- ♦ maintain your carpet with frequent thorough vacuuming, and prompt spot cleaning
- ♦ be able to show proof of periodic hot water extraction steam cleaning by a professional cleaning service in accordance with AS/NZS 3733:1995. A minimum of one cleaning every two years is required. Do-it-yourself shampooing and dry cleaning methods are specifically excluded. A receipt, bill, invoice or statement including a description of the cleaning services provided will serve as proof.

Making a StainFree Warranty Claim

In order to make a claim under this warranty, you must have tried cleaning the affected area of your carpet by using the recommended cleaning procedures within three working days after the occurrence of the spill. **If the affected area remains unsatisfactory after you have tried these cleaning procedures, then you must contact a professional cleaner immediately and have the affected area of your carpet professionally cleaned.** If the affected area still remains unsatisfactory after the professional cleaning, contact your retailer with information regarding a description of the specific problem, along with a copy of proof of purchase and professional cleaning documentation. The retailer will take appropriate action, including the completion of a Warranty Service Request Form and notification in writing to Northstate Carpet Mills, if necessary.

As a condition of this warranty, Northstate Carpet Mills must be officially notified of the Claim within 60 days after the original occurrence of the spill, and you must provide proof of professional cleaning undertaken within the last 30 days which includes 1) a description of the spillage, 2) the size of the area directly affected, 3) the cleaning procedures applied, and 4) a statement that the spot could not be removed.

What Northstate Carpet Mills will do if a Claim is raised?

If all warranty conditions have been met and a legitimate warranty claim has been properly raised, Northstate Carpet Mills will review the claim and after analysis may elect to have its cleaner re-service the spot. If the spot is removed as warranted, all cleaning costs will be the responsibility of the owner.

If Northstate Carpet Mills determines that the carpet has not performed according to this warranty, the owner will be compensated pro-rata, in the form of an allowance for 1) the original material cost of the carpet and 2) reasonable installation costs, for the area directly affected rounded up to the nearest square metre. Reasonable installation costs are limited to \$7 per square metre.

Under this warranty, Northstate Carpet Mills' liability is limited to the original material cost of the carpet and reasonable installation costs for the area directly affected.

The consumer shall reasonably co-operate with Northstate Carpet Mills in its effort to perform its obligations under this warranty.