

RESIDENTIAL

ABRASIVE WEAR LIMITED WARRANTY

3 YEAR 5 YEAR 10 YEAR 15 YEAR

Northstate Carpet Mills 
an 'ECO-focused company'

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General Information

Abrasive Wear is defined as a loss of fibre from the pile surface.

It should be noted that there is often confusion about the difference between *abrasive wear* and appearance retention, and the majority of wear complaints are actually appearance related. Under the terms of this warranty, *abrasive wear* will be differentiated from appearance retention.

Whilst this carpet carries an Abrasive Wear warranty, all carpets require regular care and maintenance. Please refer to the Care & Maintenance Guide applicable to this product. This warranty is not an appearance retention warranty.

Warranty

Northstate Carpet Mills warrants that the surface pile of this carpet will not *abrasively wear* more than 10% within 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 residential indoor use of the carpet in an owner-occupied single-family private residence.

Exclusions

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

- any non-residential or commercial applications of the carpet, or tenancing of the premises including rental, sub-leasing or day care, in which the carpet has been installed
- 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 contaminates 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.

Homeowner 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 an Abrasive Wear Warranty Claim

Should you believe your carpet is failing to perform in accordance with this warranty, contact your retailer to arrange an on site inspection of the installation by their representative. Be sure to include information regarding a description of the specific problem, along with a copy of proof of purchase. Once the retailer completes their inspection they will take appropriate action, including the completion of a Warranty Service Request Form and notification in writing to Northstate Carpet Mills, if necessary.

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 inspect and/or test the carpet as required.

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.