

Redbook Warranty

Which Carpets are Covered?

Not all warranties listed below apply to all Redbook carpets. Carpets that are covered by Redbook brand warranties will have the appropriate warranty labels affixed to the back of the store samples. Your authorised Redbook retailer will be pleased to help you with any queries regarding these warranties. You should establish the specific warranties applicable to a particular carpet by checking the labels on the back of the carpet samples prior to purchase.

Who is covered?

The warranties protect you, the original carpet purchaser, if you have purchased a Redbook branded carpet for your own residential use in an owner occupied residence. Warranties are not transferable. All of the following warranties are subject to the general warranty exclusions and home owner obligations set out in the appropriate sections below.

If your carpet fails to perform

Should your Redbook carpet fail to perform in accordance with a warranty applicable to that carpet, the manufacturer will offer to repair, offer an allowance or arrange a credit equal to the cost of the carpet material only in the affected area, depreciated as per the appropriate scale set out below. The credit will apply only to new Redbook carpet of the same or comparable quality. The credit will be passed to your retailer. For exclusions and home owner obligations refer to the appropriate sections below.

The manufacturer excludes and will not pay consequential or incidental damages under these warranties. This means any loss, expense or damage other than to the carpet itself that may result from a defect in the carpet, including without limitation, mileage, movement of furniture, delivery delays, extra handling and labour involved in bordering or sculpturing.

Depreciation Table

5 YEAR	Replacement %	7 & 8 YEAR	Replacement %
Years 1 - 2	100	Years 1 - 3	100
Year 3	70	Year 4	70
Year 4	40	Year 5	40
Year 5	20	Year 6	20
		Years 7 & 8	10
10 & 12 YEAR	Replacement %	15 YEAR	Replacement %
Years 1 - 3	100	Years 1 - 3	100
Years 4 - 5	70	Years 4 - 6	70
Years 6 - 7	40	Years 7 - 9	40
Years 8 - 9	20	Years 10 - 12	20
Years 10 - 12	10	Years 13 - 15	10

Stain Resistance Warranties

Selected carpets have different stain resistance warranties. Where carpets have been treated with stain resistant treatments such as StainGuard or Redbook total technology, specific warranties apply.

What is covered?

Redbook warrants that the surface pile of covered carpets will remain stain resistant to most household food and beverage substances for the applicable warranted period, set out in the label affixed to the sample.

This residential warranty, specifically excludes stains from non food and non beverage substances, food and beverages which contain strong dyes (eg. mustard, curry, soy sauce, tea, coffee), extremely hot liquids, substances which destroy or change the colour of carpets (eg. bleaches, acne/tinea medication, caustic chemicals, insecticides, paints, plant food), cosmetics, iodine, very strong dyes, acids, faeces, urine and vomit, soiling in high traffic areas such as stairs and staining which becomes permanent due to the failure to carry out the care and stain removal procedures contained in the care guide.

Please Note: No carpet is absolutely stain proof. While stain resistant carpets are made with stain releasing agents, some staining may still occur especially over time and in high traffic areas. Stain resistant carpets are warranted to provide additional stain resistant properties to your carpet compared to conventional carpet. These carpets will increase your ability to clean up stains, but not prevent stains. Depending on the type of substance causing the stain, removal may require substantial repeated cleanings and some stains may not be removable. Treatment of the affected area should begin immediately once the spillage occurs. The more time that elapses before treatment, the more difficult a stain will be to remove.

To qualify for coverage under this warranty, you must have tried cleaning the affected area of your carpet by using the recommended cleaning procedures. If the affected area remains unsatisfactory after you have tried these cleaning procedures, then you must have the affected area of your carpet professionally cleaned. If the affected area still remains unsatisfactory after the professional cleaning, contact the manufacturer. As a condition of this warranty you must provide to the manufacturer, proof of professional cleaning undertaken within the last 30 days.

Abrasive Wear Warranty

The surface pile of Redbook Carpets is warranted, given normal domestic wear and proper maintenance, not to suffer abrasive wear of more than 10% of the original surface pile within the applicable warranty period, from the date of installation (the % wear being determined by the manufacturer after inspection and testing of the carpet). This warranty is applicable to both solution dyed and non solution dyed carpets.

Abrasive wear means fibre-loss from the carpet through normal abrasion, not from crushing or flattening of the carpet pile in any area or from staining, soiling, fading, or other changes in carpet appearance. Matting (being the loss of twist from the tips of pile and entanglement of the fibres), crushing (being the non-restorable loss of pile thickness due to foot traffic or pressure of furniture) or any other change in appearance retention, do not constitute abrasive wear and are excluded from this warranty.

Also specifically excluded from this warranty, in addition to exclusions set out in the general warranty conditions is damage caused by tears, pulls, piling, burns, furniture or wheels.

Soil Protection Warranty

The manufacturer warrants that provided the owner follows the recommended care and maintenance instructions set out in this guide, including professional cleaning, the surface pile of Redbook carpets carrying this warranty will resist soiling by most common household soil better than comparable untreated nylon carpet, for the warranty period from the date of original installation.

Proper maintenance and regular vacuuming will reduce soiling and less soil-attracting residue will remain in the carpet. Note that light-coloured carpets will show soiling more readily than darker colours and require more frequent maintenance to keep them looking their best. Soiling is defined for the purposes of this warranty as a noticeable colour change, due to deposits of soil, as a result of foot traffic from normal indoor domestic use which cannot be corrected.

To qualify for coverage under this warranty, you must have tried cleaning the affected area of your carpet by using the recommended cleaning procedures. If the affected area remains unsatisfactory after you have tried these cleaning procedures, then you must have the affected area of your carpet professionally cleaned. If the affected area still remains unsatisfactory after the professional cleaning contact the manufacturer. As a condition of this warranty you must provide to the manufacturer, proof of professional cleaning undertaken within the last 30 days.

This warranty is limited to colour changes due to deposits of dry soil as a result of foot traffic and will not include colour changes due to any other causes, including any substances other than dry soil or depressions due to causes other than foot traffic.

Colourfastness Warranty

The manufacturer warrants that for the applicable warranty period (from date of installation), Redbook Solution Dyed carpets will not change colour due to exposure to sunlight in excess of the level of Blue Scale 7 (after testing to I.S.O. standard 105/B02 [Method 1]). Domestic Use/Non-Transferability

15 Year SPF Colourfastness Warranty

Sun Protected Fibre (SPF) technology protects against colour fading and helps to guard against atmospheric contaminants. The colour of your Redbook SPF carpet is guaranteed to achieve a rating greater than 3 on the International Grey Scale (after testing to AATCC 16E Colourfastness to Light for 200 Xenon Fadeometer hours) due to exposure to sunlight for 15 years from the original installation.

Lifetime Anti-Static Warranty

The manufacturer warrants that for the life of the carpet, applicable carpets will not generate static greater than 3.5 kilovolts for the life of the carpet. The warranty applies to the original purchaser in owner occupied residential premises.

Lifetime Insect Damage Warranty

The manufacturer warrants that for the life of the carpet, applicable carpets will not require any chemical treatment or applicant to guard against insect attacks, such as carpet beetles or moth larvae. This warranty applies to the original purchaser in owner occupied residential premises.

Exclusions Under the Redbook Carpets Warranties

All Redbook Carpets warranties are provided by the manufacturer subject to these general exclusions. These warranties apply only in Australia and New Zealand in respect of carpet purchased after 1 June 2011. Consumer rights remain in effect in addition to these warranties. Warranties only cover the surface pile and not the carpet backing.

Your warranties exclude any carpet which has been treated after installation with any protective material, defects or damage due to application of any topical treatments (including fungicides, bactericides, biocides, anti-statics, stain resists, some cleaning agents etc) which has adversely affected the soil resistance, stain resistance and/or other attributes of the carpet; any non-residential or commercial applications of the carpet or tenancing of the premises in which the carpet has been installed; any carpet installed on stairs (unless appropriately stair rated by the ACCS), outdoors or in utility areas such as bathrooms, kitchens etc; damage to the carpet caused by improper maintenance, application of improper cleaning agents, methods or mishaps or inadequate care, damage resulting from accidents; abuse (being any use considered unreasonable given the normal and expected use of carpet in a residence) or abnormal wear (such as soiling, burning, flooding, cutting, pet damage, smoke etc) or exposure to very hot substances or abuse by any athletic equipment such as roller skates, golf shoes or gym equipment.

Domestic Use/Non-Transferability

These Redbook Carpets warranties are extended only to the original purchaser of the carpet for domestic indoor use of the carpet in owner occupied single family private residence, in accordance with the recommendation/s made on the ACCS rating (if applicable) and are not transferable.

First Quality Products

Warranties only apply to first quality carpets and are not applicable to carpet sold as second quality, irregular, used, shorts or mill end.

Improper Installation

Improper installation can cause problems with your carpet. Carpets must be properly installed over underlay in accordance with the installation recommendations set out in this guide under "Carpet Installation". The manufacturer is not responsible for any defects caused by improper installation. Examples are wrinkling due to insufficient stretch, loss of tufts due to improper seaming and seam peaking. Failure to properly install the carpet could void all or part of the warranty coverage.

Improper Maintenance or Inadequate Care

Your carpet requires routine maintenance and should be properly maintained in accordance with the recommendations described in this guide under "The Carpet Care Program" on page 2, including steam cleaning performed by a trained, qualified carpet care professional at least every 24 months. The manufacturer is not responsible for damage to your carpet caused by improper maintenance or inadequate care, which could void all or part of your warranty coverage.

Accidents, Abuse or Abnormal Wear

Your Redbook Carpets warranties do not cover damage resulting from accidents or abuse such as soiling, burning, flooding, cutting and damage caused by pets. Staining (subject to exclusions) is covered under the stain warranties on page 8 of this guide (if applicable to the particular carpet).

Stairs, Bathrooms, Kitchens etc.

Any carpet installed on stairs (unless appropriately stair rated by the ACCS scheme) outdoor or in utility areas such as bathrooms, kitchens etc. are excluded from these warranties.

Carpet on Stair Nosings

Your Redbook Carpets warranties do not cover damage or appearance problems resulting from the opening of rows of tufts, caused by wrapping the carpet around nosings of stairs.

Underlay

Carpet should be installed over new underlay. Deterioration of underlay can cause problems with your carpet. The manufacturer is not responsible for any defects caused by failure of the carpet underlay, failure to use underlay or the laying of carpet over carpet. Please see the underlay manufacturer's warranty for more information.

Problems With Moisture

Your Redbook Carpets warranties do not cover problems caused by wetting or the persistence of excessive moisture.

Changes in Carpet Colour

Your Redbook Carpet warranties do not cover changes in carpet colour or fading or other discolouration resulting from external causes, such as spills of household chemicals, other non-food or non-beverage substances, or atmospheric or chemical influences.

Differences From Samples

Your Redbook Carpets warranties do not cover the normal differences between the colour and texture of the retail store sample and the actual carpet.

Replacement of Discontinued Carpet

If your carpet has been discontinued and replacement is necessary under the terms of your Redbook Carpets warranties, the manufacturer will substitute a carpet of comparable quality in the affected area.

Other Warranties

Redbook Carpets that display the ACCS mark will be warranted appropriate for use for the purposes described on the label. In the case of replacement of goods sold more than 12 months earlier, a usage factor of 20% per annum will be deducted.

In respect to transactions with consumers (as set out in s3 of the Australian Consumer Law): The guarantees in this booklet are provided by Redbook Carpets and these goods also come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

Otherwise, to the fullest extent permitted by law, any implied warranty or condition, whether statutory or otherwise, and whether as to quality, capability, condition or fitness for any particular purpose, is expressly excluded.

Homeowner Obligations Under the Manufacturer Warranties

What the Purchaser Must Do

In order to maintain and protect your coverage under the terms of these warranties you must do the following:

- Keep proof of purchase in the form of a 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 AS/NZS-2455.1 and the guidelines set out in the Warranty & Care Guide.
- Maintain your carpet with regular vacuuming and cleaning as per the recommendations also in the Warranty & Care guide.

Be able to show proof of periodic steam cleaning by a reputable professional cleaning service at least every 2 years. A bill, invoice, or statement showing cleaning service with description of the cleaning service provided will serve as proof. Depending on the level of traffic, family size, soil conditions adjacent to the home and other circumstances, more frequent cleaning is advisable. Steam cleaning when carried out, should be in accordance with Australian and New Zealand carpet cleaning and maintenance standard AS/NZS 3733.

Warranties should also be validated by submission of the completed warranty form within 30 days of installation of your Redbook carpet.

Making a Claim

Should you believe your carpet is failing to perform in accordance with these warranties or your consumer rights, please notify your retailer in writing. Be sure to describe the specific problem and to include a copy of your invoice. The retailer will take appropriate action, including the notification of the manufacturer if necessary.

If you are unable to contact your retailer for some reason or if you do not get a satisfactory reply, please contact the manufacturer directly as set out on the back of this guide.

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