

Redbook green® Warranty

Which Carpets are Covered?

Carpets that are covered by Redbook green® warranties will have the appropriate warranty labels affixed to the back of the store samples. Your authorised Redbook green® 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 green® 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 on the following page.

If your carpet fails to perform

Should your Redbook green® 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 green® 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 commencing on the following pages.

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

15 Year Guarantee	Replacement
First 3 Years	100%
Years 4-6	70%
Years 7-9	40%
Years 10-12	20%
Years 13-15	10%

Fifteen Year Stain Protection Warranty

Protects against most food and beverage spillages

The surface pile of Redbook green® carpets is warranted to remain stain resistant to most household food and beverage substances for 15 years following installation. This residential warranty, specifically excludes stains from non food and non beverage substances, extremely hot liquids, 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 this guide.

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.

Fifteen Year Wear Warranty

Protects against fibre loss given normal residential wear

The surface pile of Redbook green® 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 15 years, from the date of installation (the % wear being determined by the manufacturer after inspection and testing of the carpet).

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.
Fifteen Year Colourfast Warranty

Protects against fading and ozone damage

The Coloursafe™ dye process provides resistance to fading and protection from atmospheric contaminants. Redbook green® carpets are warranted not to 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]) for 15 years from the original installation date.

Lifetime Anti Static Warranty

Reduces and protects against static build up

The manufacturer warrants that your Redbook green® carpet 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.

Exclusions under the Redbook Carpets Warranties

All Redbook green® 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 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 (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 green® 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", including steam cleaning performed by a trained, qualified carpet care professional at least every 12-18 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 green® 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 9 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 green® 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 green® warranties do not cover problems caused by wetting or the persistence of excessive moisture.

Changes in Carpet Colour

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

Differences From Samples

Your Redbook green® 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 green® warranties, the manufacturer will substitute a carpet of comparable quality in the affected area.

Other Warranties

In respect to transactions with consumers (as set out in s# of the Australian Consumer Law): our goods 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. In the case of replacement of goods sold more than 12 months earlier, a usage factor of 20% per annum will be deducted.

To the fullest extent permitted by law, liability of the manufacturer for breach of any condition or warranty implied by any consumer legislation (other than a condition implied by section 69 of the Trade Practices Act) is limited to any one of the following as determined by the manufacturer:

- the replacement of the goods sold or the supply of equivalent goods
- the repair or restoration of the goods sold
- the payment of up to the value of the goods sold or of replacing, repairing or restoring the goods sold or of acquiring the equivalent goods.

The manufacturer will not unless otherwise required by consumer legislation, be liable or otherwise responsible for the cost of furniture and fittings removal, nor accept any liability or responsibility for any special, incidental or consequential damages or expenses of any kind, whether resulting from wilful negligence by the manufacturer or not even if the manufacturer has been advised of the possibility of such potential loss or damage.

Home Owner Obligations Under the Manufacturer Warranties

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 this Warranty & Care Guide. Maintain your carpet with regular vacuuming and cleaning (also as per the recommendations in this guide).
- Maintain your carpet with regular vacuuming and cleaning as per the recommendations in this 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 green® 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 Feltex Carpets directly on the details below.

For information about your Redbook green® carpet or to find your nearest authorised Redbook green® retailer, contact:

Australia

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Proudly manufactured by Feltex Carpets Pty Ltd – ABN: 60 068 166 843