

Residential 15 Year Year Warranty

Balmoral Plains , Benton , Taddison , Sahara Tones & Trentham

The Victoria Carpet Co. Pty Ltd hereby undertakes that if in the period of FIFTEEN (15) YEARS from the date of delivery this product fails to give satisfaction in normal residential use due to any manufacturing defect arising from either faulty materials or inferior workmanship the defective products will be replaced or repaired without further expense to the buyer.

The guarantee is subject to the following conditions:

1. Carpet must be used in locations commensurate with the ACCS rating for the particular quality.
2. That the carpet be expertly installed by competent tradesmen in accordance with the manufacturer's recommendation and Australian Standards Association Carpet Installation Recommendations AS/NZ2455-1995 Part 1, 'Textile Floor Coverings - Laying Practice'.
3. That moisture in concrete slabs is not in excess of that nominated in AS/NZ2455-1995 Part 1.
4. That an adequate maintenance program be instituted and supervised in accordance with AS 3733. Such maintenance program to comprise regular vacuuming with an approved commercial type cleaner plus professional spot cleaning where necessary and professional shampooing when necessary, but not more frequently than biannually, as dictated by local conditions.
5. That areas of the carpet adjacent to hard floor surfaces be adequately protected from cleaning or polishing agents or abrasive materials used in cleaning those hard floor surfaces.
6. That any incisions made during or after laying be taped or otherwise reinforced by experienced carpet layers within a short period of time.
7. That willful or accidental damage to the carpet will not be the responsibility of this Company.
8. That tears, burns, pulls, cuts or damage resulting from the use of improper cleaning agents or methods will not be the responsibility of this Company.
9. That damage to the carpet resulting from the use of mobile equipment will not be the responsibility of this Company.
10. That the carpet is not guaranteed against permanent pile reversal (sometimes referred to as shading or watermarking).

In this guarantee the term 'normal use' is defined to exclude the following:

1. Lift cars and their approaches.
2. Stairways.
3. Ground floor main entrance doors and foyers.
4. Areas under desks and chairs subject to long term, unprotected and localised use.
5. Any areas where after laying the carpet is unprotected and subject to damage or soiling by sub-contract tradesmen.
6. Areas, which have at any time been subject to mould as a result of damp being retained under the impermeable protective covering or through any other cause.

The Victoria Carpet Co. Pty Ltd

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