



wool carpet 10 year wear

The manufacturer, guarantees that should the surface pile of your carpet, given normal domestic wear, abrasively wears more than 10% within 10 years after installation (the % wear being determined by the manufacturer after it has inspected and tested the carpet), the manufacturer, at its own cost, will replace the affected area.

Abrasive wear only is covered by this guarantee which covers the surface pile only and does not cover backings, carpet installed on stairs, tears, burns, pilling, matting and damage caused by improper cleaning aids or methods or mishaps.

This guarantee is solely for first quality carpets properly installed and maintained, and not seconds or irregulars, and only covers domestic indoor use of the carpet by an owner- occupier in accordance with the recommendation/s made on the Woolmark Grading. Any carpet installed in a Commercial application, subjected to abnormal use or abused in any way is excluded from the guarantee.

Repair or replacement under the guarantee will be limited to the affected area of the carpet. If identical carpet is not available, the manufacturer will provide carpet of similar quality and colour. Cost of furniture and fittings removal is not included in this guarantee.

The manufacturer will require proof of purchase and installation date in the event a claim is made.

Consumer rights remain in effect in addition to this Guarantee.

note:

Due to variation in dye lots, actual carpet cannot be guaranteed to match samples. As with all patterned carpets, pattern match (if applicable) cannot be guaranteed.

Shading is a feature characteristic of any fine cut pile carpet, and the highlighting and shadowing is caused by pressure on the pile during use, this is not a manufacturing defect.