

15-YEAR WARRANTY



POLYESTER WARRANTY

Standard Carpets gives a warranty of 15 years to all its polyester carpets to remain stain resistant against most household food and beverage substances from the date of original installation in an owner-occupied residence. All Standard Carpets polyester carpets are warranted against:

LIMITED 15 YEAR TEXTURE RETENTION

This warranty protects the original purchaser, provided the carpet is for residential use in an owner-occupied residence and has been properly installed. Standard Carpets warrants that this carpet will not exhibit significant loss of texture from foot traffic for a period of fifteen (15) years when used in a proper indoor, residential installation. For the purpose of this warranty, matting is defined as the loss of twist from the tips of the pile tufts and entanglement of the fibers. Crushing is defined as the non-restorable loss of pile thickness due to foot traffic only.

Exclusion: The texture of any carpet will change to some degree in heavy traffic areas. Such conditions constitute normal wear and are not covered by this warranty, which is intended to protect you from excessive appearance change. This warranty does not include usage on stairs, crushing caused by furniture or any other objects.

ABRASIVE WEAR

Standard Carpets warrants that the surface pile of Polyester carpet will not wear more than 20% in any area of the carpet for a period of fifteen (15) years when used in an owner-occupied residence in a proper indoor installation. "Abrasive wear" means fiber loss from the carpets through normal abrasion, not crushing or flatter of the carpet pile in any area, nor staining, soiling, fading, or change in carpet appearance, nor fiber loss due to abnormal usage of the carpet. To know more about proper installation please read our installation manual.

LIMITED 15 YEAR PET URINE STAIN

Standard Carpets warrants that polyester carpet will resist staining caused by pet urine stains.
Exclusion: This warranty excludes any urine stain other than the pet. Pet feces and vomit are excluded.

LIMITED 15 YEAR SOIL WARRANTY

Standard Carpets warrants that polyester carpet will resist soiling by most common household soil for a period of fifteen (15) years when used in an owner-occupied residence in a proper indoor installation.

LIMITATIONS

This warranty is applicable to the original purchaser and at the original installation site. This warranty is not transferable.

15-YEAR WARRANTY



CARPET PERFORMANCE FAILURE

As long as the carpet has been installed in accordance with Standard Carpets installation manual/CRI 105 residential installation manual (*installation practice, current at the time of installation*), we will offer to repair, offer an allowance, or offer a credit to cover the cost of repair or material only to the affected area. The credit will apply to new carpets of the same or equivalent quality and will be passed on to your retailer.

Standard Carpets will not be liable for any incidental, indirect, special or consequential damage in any case e.g. expense of removal of furniture, partitions, temporary walls, extra handling and labour involved in bordering or sculpturing.

WARRANTY COVERAGE PERIOD

This warranty coverage runs for fifteen (15) years from the date of your carpet installed.

OBLIGATIONS TO OWNER

- Keep the original invoice/ or receipt which shows the proof of purchase of the carpet from the retailer with the installation charges.
- The carpet must be installed indoors, for residential, not commercial use.
- Have the carpet installed in accordance with Standard Carpets installation manual or CRI105 residential installation manual (*installation practice, current at the time of installation*) carpet installation manual.
- Maintain and clean your carpet by following the cleaning and maintenance guide of Standard Carpets.

NOTE:

- Install carpets with the recommended adhesive, speak to your retailer for the recommendation.
- Any questions related to the product and its warranties should be directed to the retailer.

EXCLUSIONS- THIS WARRANTY DOES NOT INCLUDE:

- This warranty does not cover burns, cuts, pulls, tears or any other damage caused by improper cleaning agents or methods.
- Carpets damaged by any abnormal activity or by any sharp object.
- Standard Carpets does not warrant carpet placed in areas where extreme points load are sustained for prolonged periods of time.
- Problems or loss caused by carpet placed under damaged castor chairs wheel, use on stairs not fitted with a commercial nosing.
- The warranty does not cover defects that may arise from flooding or the presence of excessive moisture, excessive alkalinity.
- This warranty shall be void if products are not handled, installed and maintained as per Standard Carpets installation guide/CRI105 installation manual (*installation practice, current at the time of installation*)
- This warranty does not cover any problems or damages related to use of non-recommended adhesives. Please speak to your retailer for recommended adhesive.
- Carpets installed outdoors in direct sun exposure or used in any non-commercial premises.
- Minor color variation in dye lots which may or may not be visibly apparent between the sample and the carpet installed.
- If your new or replacement carpet has been discontinued by Standard Carpets.
- Carpets installed on stairs, in bathroom are not covered under this warranty.
- Spread the carpets prior to installation for any visible manufacturing defects. Standard Carpets or your retailer will not cover the labour cost or any other cost involved if products with visible defects are installed.

HOW TO CLAIM

Warranty claims must be addressed to your retailer within a reasonable time from the discovery of the claimed warranted defect, but in any event must be received no more than sixty (60) days from the time the claimed defect was discovered.

Note: Any manufacturing defects should be notified within the 15 days of installation of carpets on site.

You (the original purchaser) should notify the authorized retailer and submit in writing, the following:

- A valid proof of purchase in the form of sales receipt or other documents, which establish proof of purchase.
- A detailed description of the problem and / or a photograph/sample that clearly shows the warranty problem.

Retailer will designate a representative to inspect the carpet, if there is any defect which is covered under this warranty, your retailer will then take the necessary steps to ensure the claim is looked after.

QUICK GUIDE



How to ensure fast and easy warranty service:

Retain two square feet of excess, unused carpet after installation.

Keep your original carpet purchase receipt.

Keep a list of all the products used to clean your carpet.