

BREMWORTH SOLUTION-DYED NYLON RESIDENTIAL WARRANTY

15Y
15-YEAR SDN
LIMITED WARRANTY

Bremworth
ORIGIN

At Bremworth, we've been proudly New Zealand-made since 1959, combining decades of experience with a commitment to innovation and design. We use premium materials and carefully considered craftsmanship to create flooring that performs beautifully - and looks just as good.

This warranty applies to new Bremworth solution-dyed nylon (SDN) carpet purchased through our retail network in Australia or New Zealand after November 2025, for residential use in a private household.

CONSUMER GUARANTEES

Our goods come with guarantees that cannot be excluded under the New Zealand Consumer Guarantees Act 1993 and Australian Consumer Law 2012. 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.

OUR WARRANTY

In addition to consumer rights, Bremworth warrants that, when used in a residential household in accordance with the General Conditions on Page 2, your SDN carpet will perform as set out below for **up to 15 years** following the original installation:

15 YEAR ABRASIVE WEAR LIMITED WARRANTY

Your carpet is protected against fibre loss for 15 years during normal domestic wear.

Fibre Loss from abrasive wear is defined as actual loss of fibre, due to abrasion, from the surface pile of the carpet. We warrant that your carpet will not experience fibre loss from abrasion by more than 10% under normal domestic wear conditions.

Abrasive wear does not mean crushing or flattening of the carpet pile in any area. This is not an appearance retention warranty.

Exclusions to this warranty include:

- Changes in carpet appearance caused from staining, soiling, fading or furniture pressure.
- Damage from tears, pulls, cuts or burns.
- Pilling or shedding.
- Damage caused by pets.
- Damage from chairs with castor wheels.
- Damage from athletic/gym equipment such as roller skates, ski boots or golf shoes.

15 YEAR STAIN RESISTANCE LIMITED WARRANTY

We warrant that your carpet will resist most common household food and beverage stains that occur during normal residential use for 15 years, so long as:

You attend to all spills and stains promptly as per the recommended care and cleaning procedures in our **Synthetic Carpet Care Guide**. 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, and you can provide proof of that cleaning, then we will replace the affected area.

Note: No carpet is fully stain proof. There are some stains that are excluded from this warranty and these include:

- Non-food and non-beverage stains caused by substances such as cosmetics, bleaches, inks etc.
- Stains caused by substances that change or destroy the colour of the carpet such as stains caused by dyes (such as clothing or food colouring), bleaches, acne medications, drain cleaners and plant food.
- Human or other pet stains (such as vomit, blood and faeces).
- Colour change due to fading.



Scan to read our
Synthetic Carpet Care Guide



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15 YEAR FADE RESISTANCE LIMITED WARRANTY

Bremworth warrants that your SDN carpet will not display significant fading due to light exposure for a period of 15 years. If we determine that noticeable colour change due to UV exposure has occurred we will repair or replace the carpet as per our warranty conditions.

There are some exclusions to this fade resistance warranty:

- Changes in carpet colour resulting from external causes, such as spills of household chemicals or improper cleaning.
- Fading from food or beverages excluded from the stain warranty or from the build-up of dry soil from foot traffic.
- Changes in carpet colour due to air purifiers or other electronic equipment that may emit ozone in noticeable quantity.
- Gradual fading over time from pesticides or cleaning agents.

GENERAL CONDITIONS

1. This warranty applies to new Bremworth solution-dyed nylon (SDN) carpet purchased through our retail network in Australia or New Zealand after November 2025.
2. The carpet must solely be for residential use in a private household.
3. This warranty extends to the original purchaser only and is not transferable.
4. Your carpet must be properly installed over a quality new underlay in accordance with the Australian Standard AS 2455.1:2019 or New Zealand Standard NZS 2455.1:2007.
5. Our warranty does not cover damage resulting from accidents or abuse such as soiling, burning, flooding, cutting and damage caused by pets.
6. This warranty does not cover carpet which has been treated after installation with any topical chemicals such as fungicides, stain resist treatments or cleaning agents which have affected the properties of the carpet. It also does not cover damage caused by prolonged or excessive moisture.
7. This warranty does not cover damage to your carpet caused by the failure of the underlay, damage caused by underfloor heating, or from laying carpet over another carpet.

IN THE EVENT OF A PROBLEM

Should a problem arise and we accept that you have a valid warranty claim under the warranties set out in this guide, at our discretion, we will either:

- Repair the carpet;
- Replace the carpet in the affected area; or
- Provide a refund for the carpet in the affected area, based on a new carpet of the same or comparable type made by Bremworth.

The depreciation will be calculated from the date of purchase and as follows:

Years 1-3	100%
Years 4-6	70%
Years 7-9	40%
Years 10-12	20%
Years 13-15	10%

Please note this excludes the cost of uplift, installation and underlay.

MAKING A CLAIM

If you believe your carpet is failing to perform in accordance with this warranty or consumer law guarantees, **please first contact the retailer who sold and installed your carpet.**

Please share photos and describe the problem and include your proof of purchase. The retailer will then inspect your carpet and if unable to remedy the issue, they will lodge a formal request to our Consumer Services team to take this further.