

Warranty

Wool Carpet



Robert Malcolm have been supplying the New Zealand market with floorcoverings for over 140 years. Our products are designed with a strong focus on quality and performance, and supported by our warranties to provide you with confidence in your purchase.

Purchaser's Responsibilities:

- Robert Malcolm carpet must be purchased through an approved dealer.
- Robert Malcolm carpet must be installed in accordance with the New Zealand Flooring Installation Standard (AS/NZS 2455.1:2007) on a new underlay.
- Regular cleaning and maintenance must be completed in accordance with the Robert Malcolm Cleaning and Maintenance Wool Carpet Guide.
- Warranties apply to the original purchaser of the carpet and are not transferable
- Keep proof of purchase from your flooring retailer with proof of installation date.

Wear Resistance Warranty: 15 years

Robert Malcolm warrants from the date of the original purchase the carpet will not experience fibre loss from abrasion by more than 10% under normal residential wear application. Abrasive wear does not cover crushing or flattening of the carpet pile. Matting can appear as a result of flattening and entanglement of fibres; this occurs in all tufted carpets, and is more likely to happen in high traffic areas such as doorways, stairs, and in front of seating areas. For guidance on maintaining the appearance and longevity of your carpet, please refer to the Robert Malcolm Wool Carpet Cleaning and Maintenance Guide.

Insect Resistance Warranty: 15 years

Robert Malcolm warrants from the date of the original purchase the carpet will not show significant damage from a major insect or moth infestation in private, residential applications. Robert Malcolm wool yarn contains an insect resist treatment to prevent major damage to your carpet. This treatment must be ingested by the insect therefore some minor yarn loss could be evident, in such cases please immediately advise the retailer your Robert Malcolm carpet was purchase from. Warranty is subject to the Robert Malcolm Care and Maintenance Wool Carpet Guide including thorough, regular vacuuming with extra care taken around skirting boards and under infrequently moved furniture.

Auckland 09 815 2010
Wellington 04 568 4620
Christchurch 03 366 9839

e office@robertmalcolm.co.nz
10 Establishment Drive,
South Hornby, Christchurch
8042, New Zealand
robertmalcolm.co.nz

international
flooring solutions

Stain Resistance: 10 Years

We warrant that your Robert Malcolm carpet will resist most common household food and beverage stains that occur during normal residential use for 10 years. The following are excluded from this Warranty:-



- Hot Liquids
- Grease
- Oil Based Substances
- Bleach
- Tar
- Nail Polish and other make up
- Wax
- Food Colouring
- Paint
- Excrement (vomit, urine & faeces)
- Drain Cleaner
- General Soiling

Please note that Robert Malcolm Wool Carpet is not 'completely stain proof' and this warranty is subject to stains being immediately treated as per our Cleaning and Maintenance Wool Carpet Guide. If the spot cleaning result is unsatisfactory professional cleaning is required please retain proof of cleaning if a carpet warranty claim is submitted.

Shading:

Cut pile carpets can develop lighter or darker patches over time. Known as 'shading', 'puddling' or 'watermarking', it is generally unexplained but is believed to be the carpet changing its original direction and changing the way light is reflected or absorbed. It does not affect the wear or performance of the carpet and is not a manufacturing fault.

Warranty Exclusions:

- Damage caused by vacuum cleaners with an active beater brush.
- Failure to maintain the carpet in accordance with Robert Malcolm's maintenance guidelines.
- Fade or discolouration caused by prolonged periods of direct sunlight – please refer to the Robert Malcolm Care and Maintenance Wool Carpet Guide for fading protection advice.
- Damage or staining caused by rugs or mats used in direct contact with carpet pile
- Any defects due to incorrect installation.
- Damage from tears, cuts, burns, flooding, pets, or from any natural disaster.
- Damage due to the failure of the underlay.
- Damage due to wheels e.g. walkers or wheelchairs.
- Damage from athletic equipment, e.g. roller skates, ski boots etc.
- Damage due to the application of improper cleaning or topical agents.
- Damage due to lack of protection under roller castor chairs.
- Poor carpet maintenance.

- Any non-residential, commercial applications or tenanted premises in which the carpet has been installed.

Manufacturing Defects:

Robert Malcolm warrants this carpet for up to 5 years against manufacturing defects provided:-

- The carpet is first grade quality.
- The carpet was purchased from an approved retailer and installed by a Floor NZ registered flooring installation contractor.
- The carpet has been properly maintained in accordance with the Cleaning and Maintenance Wool Carpet guidelines on our website at all times.

Should a manufacturing defect be found Robert Malcolm will cover the cost of repairing or replacing the carpet in the affected room or area. If the original carpet is not available the replacement carpet will be of comparable quality from a current range, or alternatively Robert Malcolm will compensate you for the replacement cost of the carpet in the affected room or area. Manufacturing defects are defined as any mechanical flaw that occurs during the production of the carpet.

If you believe there is a fault with your carpet please contact the retailer your Robert Malcolm Wool Carpet was purchased from in the first instance, they will provide us additional information about your installation that is necessary for a Robert Malcolm representative to complete an inspection. If the product is agreed to be faulty Robert Malcolm will cover the replacement cost of the product at a depreciating scale based on the age of the product:

Years from Purchase	% Value of Carpet Refund
1 - 3 years	100%
4 - 6 years	70%
7 - 9 years	40%
10 – 12 years	20%
13 – 15 years	10%

This depreciating scale applies to the cost of the carpet only; associated costs such as uplifting and relaying in the affected areas are required to be quoted and agreed upon prior to replacement commencing.

