

CARPET

# Terrane



## Plateau – Pinnacle Range

### 10-Year Limited Warranty

#### Welcome To Our 10 Year Limited Warranty

Congratulations on your purchase of an Urban Flooring Carpet! We recognise the significance of owning a carpet that can withstand the challenges of everyday life. This document has been designed to provide you with the necessary reassurance and guidance to our 10-year limited warranty. It is important that you thoroughly read through this document to understand how it will impact your purchase.

#### General Warranty Conditions

Urban Flooring's Solution Dyed Nylon carpets are covered by the NZ Consumer Guarantee Act 1993. We endorse and acknowledge all consumer rights under the Consumer Guarantees Act 1993.

Urban Flooring recommends that carpets receive a professional hot water extraction treatment every 12 to 18 months. Detailed instructions can be found in our Care and Maintenance Guide. To initiate a claim for staining, soiling, or wear-related issues, it is necessary to provide proof of a cleaning receipt dated no earlier than three months.

Please note that Urban Flooring will not be liable for consequential or incidental damages under these warranties. Such damages may include but are not limited to, product defects, excessive movement of heavy furniture, and mishandling issues.

Our limited warranty provided applies exclusively to the domestic use of this product. To ensure the validity of the warranty, please be aware of the following exclusions:

- Warranties are extended to the original purchaser of the carpet and cannot be transferred, even in the event of selling your house.
- The purchaser must retain the proof of purchase in the form of a receipt, invoice, or statement from the retailer/contractor, along with proof of the installation date.
- The warranty solely applies to first-grade carpets and does not cover carpets sold as seconds.
- The carpet must be maintained in accordance with our Care and Maintenance Guide.
- The product must be installed using a new underlay and in accordance with the current AS/NZS-2455 standards.
- The Installation is carried out by a registered Floor NZ contractor using Urban Flooring's recommended adhesive.

#### Warranty Exclusions

The warranty excludes all damage due to, but not limited to, abnormal wear such as soiling, pet damage, cutting, flooding, natural disasters, accidents, excessive water, or the persistence of excessive moisture. It also excludes damage caused by inadequate installation, defective installation, as well as subfloor imperfections. Other exclusions are changes in product colour or fading or other discolouration resulting from external causes such as spills of dyes and chemicals other than food or non-beverage substances.

Some other warranty exclusions:

- Damage caused by moving heavy objects over the flooring.
- Damage caused to the carpet due to insufficient cleaning, topical agents, and poor maintenance.
- Damage caused by the applied pressure of roller castor chairs and athletic equipment, such as gym equipment and rugby boots.
- Damage caused by beater brush vacuums.

**In the event of a problem:**

If you have a concern about your Urban Flooring carpet failing to perform under these warranties or your consumer rights, please reach out to the retailer from whom you purchased and had the carpet installed. Depending on the nature of your complaint, the flooring retailer will arrange for an onsite inspection to assess the issue. As the customer, it is your responsibility to clearly communicate the problem and provide proof of the installation date, along with a copy of the invoice.

If the inspection confirms that the cause of the defective carpet falls within the terms and conditions of our warranty, Urban Flooring will proceed with either repairing or replacing the warranted carpet in the affected area. The replacement carpet will be of the equivalent quality to the available colour in the current range. If we decide not to repair or replace the affected carpet, we will provide a refund based on the age of your carpet, according to the following depreciation table. Urban Flooring reserves the right to have the final decision.

Urban Flooring's liability under these warranties is limited to the direct costs associated with the replacement or repair of affected carpeting. Please note, that our warranty considers the natural depreciation of your carpet's value over time and with regular use. To determine the value of replacement materials, we provide the following depreciation table for your reference:

<b>Year 1 - 3</b>	100% (full replacement)
<b>Year 4 - 6</b>	50%
<b>Year 7 - 10</b>	20%

**Abrasive Wear Warranty**

Urban Flooring's wear warranty covers fibre loss resulting from normal domestic wear. This abrasive wear, commonly known as fibre loss, occurs due to the regular use of the carpet. Urban Flooring guarantees that the surface pile will not experience more than 10% abrasive wear from the date of original installation. It is important to note that carpet flattening or crushing is not considered part of normal abrasive wear. For specific details and exclusions, please refer to the General Warranty conditions.

**Stain Warranty**

Urban Flooring warrants that our carpets are resistant to most consumable food and beverage stains provided you attend to the affected area immediately. Please refer to our Care and Maintenance guide for instructions. If the affected area remains unsatisfactory, it is necessary to have the specific area professionally cleaned.

Please note that the warranty excludes the following substances or causes of damage:

- Non-food and non-beverage stains (cosmetics, inks, footwear, hair dye, furniture polish, etc.)
- Consumables that contain natural dyes (tea, sauce, mustard, etc.)
- Improper care of soiling, spilling, and staining removal as described in the Care and Maintenance.
- Chemicals that cause damage or discolouration to the carpet's appearance (such as oven cleaners, plant food liquid, bleach, pet stains, cosmetic use, vomit, or urine, etc.)

**Fade & Colour Fast Warranty**

It is a fact that carpets will gradually fade and lose colour when exposed to direct sunlight in our NZ conditions. It is important to protect them from direct sunlight to help sustain their lifespan. This can be done by having shades, curtains, and U/V preventative sheers to protect them from direct sunlight exposure.

Urban Flooring warrants that from the original date of purchase, our carpet will not display significant fading with a rating of 3 or less on the AATCC Grey Scale for colour change.

**Anti-static Warranty**

Urban Flooring guarantees that its carpets will not generate static charges exceeding 4.0 Kilovolt from the date of original installation. If you notice that your carpet is producing static charges beyond this limit, we kindly ask you to get in touch with your retailer.

**Manufacturing Defects**

Urban Flooring provides a 5-year warranty against manufacturing defects for your carpet, starting from the date of its original installation. Manufacturing defects are not limited to, and include, colour, shading, piling faults, tufting faults, pile weights, and variation in textures from the original sample viewed to the surface and backing components. Please note that shading on cut pile carpets is not considered a manufacturing defect and is therefore not covered under the warranty.

**New Zealand**

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