



Warranty

Wools of New Zealand offer a simple, easy to understand protection package

Consumer Guarantees Act 1993 & Australian Consumer Law 2010

Wools of New Zealand acknowledges, accepts, and will meet all obligations as set out in the New Zealand Consumer Guarantees Act 1993 (CGA) and Australian Consumer Law 2010 (ACL) and makes no attempt to contract out of any of these obligations. The CGA and ACL offer robust consumer protection and become our guidebooks for all matters regarding responsibility to the consumer.

Wools of New Zealand (WNZ) 100% wool and wool rich carpets are designed and rated to perform in extra heavy use residential traffic situations, which makes them suitable for stairs. Wools of New Zealand carpet is manufactured under management systems independently certified as complying with:

- ISO9001 (Quality Assurance & Management Systems)
- ISO14001 (Environmental Management Systems)
- ISO18001 (Health & Safety Management Systems)

WNZ guarantees that all WNZ specified wool fibre used in our carpets is grown in New Zealand.

WNZ warrants all their carpets against defects in materials and workmanship for 15 years when installed in a private household. A depreciative table (Fig 2, Fig 3) is used to provide a replacement or refund value.

WNZ warrants all their carpets against more than 10% fibre loss for 15 years when installed in light or medium traffic areas, in a private household. A depreciative table (Fig 2) is used to provide a replacement or refund value.

WNZ warrants all their carpets against more than 10% fibre loss for 10 years when installed in heavy or extra heavy traffic areas, in a private household. A depreciative table (Fig 3) is used to provide a replacement or refund value.

WNZ warrants all their carpets for 15 years against major carpet damage caused by a major insect/moth infestation, when installed in a private household. Your new carpet has been treated to prevent a major insect and moth infestation. The insect resist treatment used requires some consumption of carpet yarn by the insect/moth to be effective, and as such, some minor loss of carpet may occur. Terms and conditions of this warranty require the carpet to be thoroughly maintained with regular vacuuming around skirting boards and under large and infrequently moved furniture.

(Figure One)

Performance Assessment - Traffic			
Household Dynamic	Movements per week	Traffic Rating	Warranty Required Performance Rating
Professional Couple	up to 250	Light Traffic	Residential Extra Heavy Duty - REHD
Family of 3	up to 500	Medium Traffic	Residential Extra Heavy Duty - REHD
Family of 4-5	up to 1250	Heavy Traffic	Residential Extra Heavy Duty - REHD
Family of 6-7	up to 2500	Extra Heavy Traffic	Residential Extra Heavy Duty - REHD

A "Movement" is described as one person moving through an area once.

If a fault, determined to be due to manufacturing issues, or greater than 10% fibre loss is discovered within the warranty period, WNZ will remedy at their own cost the affected area or areas, up to the nearest doorway or wall, where such fault(s) present. A manufacturing fault is defined as a mechanical flaw developed during production of the material but does not include any changes in appearance due to any inherent characteristics of textiles, as detailed in the carpet characteristics section of Wools of New Zealand Care and Maintenance Recommendations or due to wear.

To be eligible for this warranty the following conditions apply:

- The carpet is to be purchased new, as first grade product and claims must be made by the original purchaser.
- The carpet is to be professionally installed over a quality new underlay in accordance with AS/NZS 2455.1:2007 and cannot be uninstalled and reinstalled.
- The carpet is to be installed in a private residence. It must be correctly specified with the appropriate carpet weight, colour and density for the expected traffic and usage of the area and the carpet must only be subjected to usage consistent with normal and reasonable levels of wear and tear.
- Scheduled cleaning and maintenance in accordance with AS/NZS 3733.1995 must be carried out and documented as per the Wools of New Zealand Care and Maintenance Recommendations.
- This warranty covers only the cost of repair or replacement of areas, up to the nearest doorway or wall, where fault is presented and normal costs associated with repair, removal, and relaying of replacement product.
- This warranty does not cover changes in appearance due to normal carpet characteristics as described in the Carpet Characteristics section of this document, failure to adhere to recommended maintenance as described in the Care and Maintenance section of this document, or damage which has been caused by wilful or accidental acts, abnormal wear and tear or failure of carpet underlay.
- Under these warranties, WoolsNZ will not be responsible for paying consequential or incidental damages, including any loss, expense, or damage other than to the carpet itself.

What to do if you have a concern

If you believe there to be greater than 10% fibre loss or other manufacturing issue with your new carpet, please in the first instance contact the Wools of New Zealand reseller from which the product was purchased and installed. The WNZ agent will inspect the product and if required will complete an after-sales-service request to be lodged with WNZ. A Wools of New Zealand representative will arrange to inspect your carpet and determine whether a manufacturing fault or fibre loss of greater than 10% exists.

If a fault or 10% fibre loss is identified, WNZ will take one of the following actions:

1. Repair the affected area.
2. Replace the affected area.
3. Offer an allowance or product credit to the value of the affected area.

If any product deemed to be faulty is unable to be repaired or replaced, at the discretion of WNZ, an allowance, or credit, is to be allocated. Credits are made to the WNZ agent to be passed on and are made based on the same or nearest currently available specification material only.

Determining Warranty Replacement Value

As carpet is a depreciating asset and devalues with time and usage, the following table will be used to determine the value of replacement product or any allowance, or credit, to be allocated.

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

(Figure Two)

15 year Installed Carpet Replacement Value			
Age of Carpet	Light Duty Usage Replacement Value	Age of Carpet	Medium Duty Usage Replacement Value
Up To 7 years	100%	Up to 5 years	100%
7 to 9 years	70%	5 to 7 years	70%
9 to 11 years	50%	7 to 9 years	50%
11 to 13 years	30%	9 to 11 years	30%
13 years plus	10%	11 Years Plus	10%

(Figure Three)

10 Year Installed Carpet Replacement Value			
Age of Carpet	Heavy Duty Usage Replacement Value	Age of Carpet	Extra Heavy Duty Usage Replacement Value
Up To 4 Years	100%	Up To 3 years	100%
4 to 5 years	70%	3 to 4 years	70%
5 to 6 years	50%	4 to 5 years	50%
6 to 8 years	30%	5 to 6 years	30%
8 years Plus	10%	6 Years Plus	10%

Carpet Characteristics

Colour and Pattern Variation

It is typical for installed carpet colour, texture, and pattern, to display minor differences from the selling samples. There can be a minor colour variation between production runs and dye lots. Any variation will be within accepted industry standards. The type of lighting under which a sample is viewed can also create a colour variation.

Pattern Streaks/Panelling

An effect known as streaking/panelling can occur where carpet designs include random use of contrasting highlight colours. Occasionally, these colours form a linear correlation of highlight colours in one direction, causing an effect known as streaking/panelling. It is usually most visible in the length direction. This is not considered to be a carpet defect but is an inherent characteristic in certain designs.

Shedding

Shedding is the release of small lengths of fibre from the carpet yarn due to foot traffic. Shedding is a normal characteristic of cut pile carpets, particularly staple of spun yarn products. It is caused by some of the outside fibres of yarn bundles becoming detached during early carpet wear stages and does not affect the structural integrity of the product.

Snagging

Carpet snagging is the result of the forced removal or disfigurement of tufts from a loop pile carpet. An experienced carpet tradesperson can repair snagging in-situ.

Permanent Pile Reversal/Shading

Permanent pile reversal presents as irregular shaped light and dark patches in a cut pile carpet. This is caused by cut pile carpet yarns randomly changing their original direction of lay, thereby changing the way light is reflected or absorbed from their surface. It is largely an unexplained phenomenon which cannot be predicted or prevented. Pile reversal is an inherent characteristic of high-quality cut pile carpet and therefore does not constitute a manufacturing defect and has no detrimental effect on the performance of the carpet. However, as the development of this phenomenon can affect the appearance of a carpet, you should discuss this characteristic with your carpet retailer.

General Information

For Wools of New Zealand warranties to be valid, our carpets must be installed in accordance with AS/NZS 2455-2007 parts 1 and 2, and in conjunction with WoolsNZ carpet installation instructions.

Carpets should be cleaned and maintained in accordance with AS NZS 3733/1005 1, and/or as instructed by WoolsNZ.

Specification Details: For full specification details please contact us [here](#)

Quality Standards

All Wools of New Zealand carpets are manufactured under internationally recognised ISO9001, ISO14003, and ISO18001 quality management systems.