

# 25-YEARS WARRANTY



## NYLON WARRANTY

Standard Carpets gives a warranty of Twenty-Five year to all its Nylon Broadloom Carpets which are commercially or residentially installed indoors. All Standard Carpets products are warranted against:

### WEAR

Nylon Broadloom Carpets will not wear more than 30% of their surface pile weight from abrasive wear. "Abrasive wear" means fiber loss from the carpets through normal abrasion, not crushing or flattening 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 carpets.

### STAIN WARRANTY

The surface pile of the carpet will resist stains from any food and beverage substances from the date of the original installation with proper installation and care. But this warranty excludes stains from substances such as bleaches, caustic chemicals, insecticides, paints, string dyes, acids, oil-based substances and vomit. A stain is defined as an irreversible localized color change rated less than 3.0 on the AATCC Gray scale for evaluating staining (1.0=more change; 5.0=less change).

### COLORFASTNESS TO LIGHT

We warrants that Nylon broadloom carpets will not show a significant color change during this time as tested by AATCC Test Method 16 Option E with rating of 5 on Gray scale for color change due to normal exposure to sunlight and atmospheric contaminants. The warranty excludes color change due to direct or advanced exposure to sunlight.

### LIMITATIONS

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

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## CARPET PERFORMANCE FAILURE

As long as the carpet has been installed in accordance with Standard Carpets installation manual/CRI 104/105 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 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 twenty-five 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 commercial, and residential use.
- Have the carpet installed in accordance with Standard Carpets Broadloom installation manual or CRI 104/105 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.
- 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/CRI104/105 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 broadloom 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:

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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.