

Wool Carpet Warranties

Victoria Carpets provides outstanding warranties on its wool carpets which are subject to the following conditions.

You can determine which of these warranties apply to your carpet by checking the labels on the back of the carpet samples or by asking your retailer of purchase.

Carpets must be properly installed over new underlay according to the Australian and New Zealand standard AS/NZS-2455 and maintained adequately as recommended by Victoria Carpets.

These warranties are extended to the original purchaser only and are not transferable.

These warranties are solely for domestic indoor use of the carpet in accordance with the recommendations made on the rating.

These warranties apply to first-quality carpets only.

Proof of purchase (receipt, bill, invoice, or statement from the retailer) needs to be supplied for any claims.

- Any problems caused by improper installation
- Any problems caused by the failure of or non-usage of underlay
- Any carpet installed outdoors or in utility areas
- Carpets installed or used in any non-residential and non-owner-occupied premises
- Damage or appearance problems resulting from wrapping carpet around the nosing of stairs
- Carpet that has been surface-treated with materials not recommended; including but not limited to pesticides, fungicides, stain resistance, etc.
- Damage due to the use of improper cleaning agents or methods, and damage due to the use of cleaning or polishing agents used in cleaning adjacent hard floor surfaces
- Any carpet inadequately maintained and cared for
- Damage caused by accidents, abuse, or abnormal wear such as tears, burns, pulls, cuts or from household pets (claw scratches, urine, or faeces) or consistent exposure to moisture or wetting
- Damage resulting from the use of mobile equipment and abuse through athletic or gym equipment
- Damage caused by castor chairs without protection mats
- Permanent pile reversal (also referred to as shading or watermarking), pilling, matting, flattening, or tracking
- Damage caused by aggressive vacuum cleaner power heads that change the construction of the installed carpet
- Carpets used as rugs
- Colour and texture variation from the samples to the installed carpet

- All pigment stains: that is stains which contain pigment dyes such as mustard, shoe polish, etc.
- Fading due to exposure to direct sunlight for extended periods, ozone damage, emissions from heating fuels, air conditioners, pesticides, cleaning agents and other household items
- Breakdown of the carpet due to extensive and intensive exposure to direct sunlight
- The cost of making any claim under these warranties

Abrasive wear refers to actual fibre loss from the pile of the carpet and does not cover appearance characteristics such as pile flattening or matting (refer to appearance retention in the 'Carpet Characteristics' section of our Standard Wool Care & Maintenance Guide).

Victoria Carpets warrants its carpet against pile weight loss by abrasive wear of more than 10% within the period mentioned in the wear warranty label affixed to the sample, from date of delivery, provided it is used in accordance with the Australian Carpet Classification Scheme (ACCS), or manufacturer's rating and the terms outlined in the General Warranty Conditions. This warranty covers abrasive wear of the surface pile only and does not cover carpet backings.

To make a claim you must notify your place of purchase and provide proof of purchase. If upon inspection and testing, Victoria Carpets is satisfied that the carpet was correctly installed to Australian and New Zealand standards (AS/NZS-2455) and maintained, and that the surface pile has abrasively worn more than 10% in the period mentioned on the wear warranty label affixed to the sample, Victoria Carpets will compensate the purchaser as per the terms outlined in the 'Making a Claim' section of this warranty document.

Victoria Carpets warrants that the surface pile of carpet will resist most household stains – for the period mentioned in the warranty label affixed to the sample – from date of delivery when properly installed indoors to Australian and New Zealand standards (AS/NZS-2455) and in accordance with the terms outlined in the 'General Warranty Conditions'. No carpet is completely stain-proof.

This warranty specifically excludes general soiling, discoloration, appearance change due to pile distortion, exposure to substances or contaminants which degrade or destroy wool yarn or the colour of the carpet (e.g., bleaches, drain cleaners, etc.), very hot liquids, food and beverages containing strong dyes (e.g., mustard, curry, coffee, and tea), hair dye, urine, faeces and vomit (human and animal), and staining that becomes permanent due to the failure to carry out care and stain removal procedures as recommended.

Before making a claim under this warranty, you must have attempted to remove the stain by using the recommended cleaning procedures. If the stain removal is not successful, you must have the affected area of your carpet professionally steam-cleaned (hot water extraction). If the affected area remains unsatisfactory, you must notify your place of purchase immediately. You must be able to provide proof of purchase and proof that professional steam cleaning (hot water extraction) has been undertaken.

You must permit Victoria Carpets access to the installed carpet to remove the stain. If, under testing and analysis performed by Victoria Carpets, the tested carpet or the cleaned area is found to have a rating of 4 or less under the Red 40 Stain Scale when tested according to the American Association of Textile Chemists and Colourists (AATCC) Test Method 175, Victoria Carpets will compensate the purchaser as per the terms outlined in the 'Making a Claim' section. If the stain is removed as warranted, all stain removal costs will be the responsibility of the purchaser.



Victoria Carpets guarantees its carpets (to the original purchaser) against insect infestation during a period of 5 years from the date of delivery if the carpet was installed and maintained as recommended and in accordance with the terms outlined in the 'General Warranty Conditions'.

Victoria Carpets states that its wool and wool blend carpets have been treated for insect resistance. The treatment is inserted in the fibre and needs to be consumed by the insect to have an effect, resulting in some fibre loss. The treatment does not discourage insects from entering your home. In some regions, these insects have also built immunity against these treatments.

The warranty is conditional on the carpet being properly maintained and vacuumed. Regular vacuuming, with additional care around skirtings, under infrequently moved furniture like beds, and in corners will dissuade insects and will expose any infestation at an early stage.

If the infestation is mild, the area should be thoroughly vacuumed and treated with insecticidal aerosol spray or powder as per the manufacturer's instructions. It is recommended that you contact a professional pest controller if you have a significant infestation or if the initial treatment fails.

If upon inspection and testing Victoria Carpets is satisfied that the carpet was correctly installed and maintained and that the carpet has been degraded due to insect attack, Victoria Carpets will compensate the purchaser as per the terms outlined in the 'Making a Claim' section.

If your carpet fails to perform in line with any of the Victoria Carpets Warranties and the consumer laws, Victoria Carpets will offer you the same or comparable quality carpet or an allowance/credit (to be redeemed through the original point of purchase or by another retailer in your area as specified by Victoria Carpets).

The allowance / credit will:

- Be to the same or comparable value (quality) of the installed carpet at the time of purchase
- Be payable for the affected area only
- Include reasonable installation costs, excluding the cost of the underlay

The allowance/credit will be calculated from the date of purchase and as follows:

| Year in which the claim is made, from purchase | Percentage of original retail cost - incl. of installation |
|--|--|
| Year 1-3 | 100% |
| Year 4-6 | 70% |
| Year 7-9 | 40% |
| Year 10-12 | 20% |
| Year 13+ | 10% |

If you believe your carpet is faulty and is not performing as expected under this warranty, or as mandated by the consumer laws, please notify your retailer. Your retailer will take suitable action, including arranging an onsite inspection and notifying Victoria Carpets if required.

Our goods come with warranties that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for 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 goods come with warranties that cannot be excluded under the Consumer Guarantees Act.

For more information on your rights under the New Zealand Consumer Guarantees Act, please visit the Ministry of Consumer Affairs' website at www.consumerprotection.govt.nz.

