



WARRANTY STATEMENT

QUARTZ



10 Year limited Stain warranty

The manufacturer's carpets with the 10 Year Stain Warranty will resist stains by foods and beverage for a period of ten (10) years when recommended carpet care and cleaning procedures are used. Regular carpet care and routine maintenance is essential to maintain your warranty coverage. It is important that you give immediate attention to any accidental spillages using clean water and a proprietary carpet cleaner. Over time, normal foot traffic and general soiling of your carpet will cause a change in any carpet's appearance. Hot water extraction either alone or in combination with cleaning is required to maintain the

manufacturer's warranty. This service must be performed by a professional carpet cleaning technician at least once every 24 months to retain your receipts for proof of maintenance service should a warranty claim arise. The manufacturer's carpets with the 10 Year Stain Warranty are manufactured from high performance polypropylene under the exclusive 'Stainsafe®' brand name. These carpets are inherently anti-static and do not absorb moisture.

Warranty-conditions :

- The carpet needs to be fitted in areas for which it is suitable; this is clearly mentioned on the manufacturer's technical specification-sheet.
- The carpet needs to be installed by a qualified fitter on a solid floor and in the approved manner in accordance with AS/NZS 2455.2.
- The carpet must be maintained professionally on a regular basis, using products and machinery of good quality. The necessary protection measures, such as doormats and similar, must be taken.
- The warranty is only valid for a 1st grade carpet tile.
- The warranty only applies for the 1st buyer, provided that the original purchase invoice can be submitted.
- 10-year warranty only applies on the purchase value of the carpet with an annual writing-off of 15% in the first 6 years and 10% the seventh year. This warranty does not cover the fitting costs and possible other additional costs.

1 st	year after purchase	100%	6 th	year after purchase	50%
2 nd	year after purchase	90%	7 th	year after purchase	40%
3 rd	year after purchase	80%	8 th	year after purchase	30%
4 th	year after purchase	70%	9 th	year after purchase	20%
5 th	year after purchase	60%	10 th	year after purchase	10%

- The warranty is no longer valid when damage arises due to malice, negligence, removal of the carpet, transport or due to fire, damage by water and similar. we specifically decline all responsibility for other direct or indirect damage. Complaints on shading are not seen as a manufacturing fault and are therefore not covered by this warranty.

In case of dispute, the manufacturer will appoint an expert who will inspect the carpet on site.