



WARRANTY STATEMENT QUARTZ



7 Year limited Wear warranty

The manufacturer warrants that with proper care and maintenance, the pile of your carpet with the 7 year Wear Warranty will not wear by more than 10% by weight from normal foot traffic for a period of 7 years. Wear is defined as abrasive fiber loss and not changes in appearance. This warranty covers only abrasive wear resulting in loss of fiber. Wear or damage from tears, pulls, cuts, pilling, shedding, matting, crushing, burns, pets, improper cleaning, improper installation, or defective construction is specifically excluded.

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.
- 7-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%
2 nd	year after purchase	85%
3 rd	year after purchase	70%
4 th	year after purchase	55%
5 th	year after purchase	40%
6 th	year after purchase	25%
7 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- The warranty is no longer valid when damage arises due to malice, negligence, removal of the carpet, transport or due to fire, damage by water and similar.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.