



# Residential Carpet Warranty

## INSTALLATION WARRANTY

**Your new flooring comes with a Lifetime Installation Warranty.**

This means if something is wrong with the installation for the life of your product, we'll fix it. Simple as that.

The selection of your installation team is critically important in a flooring decision. The quality (both look and performance) of your finished floor depends on the quality of your installation team.

At Colthurst Flooring we work closely with our installers to ensure they do the best job possible. We have so much confidence in our teams that we offer this Lifetime Installation Warranty. As with any warranty, there are a number of things which are outside of our control, and therefore cannot be covered by the Installation Warranty.

These exclusions:

- General wear and tear, abuse or misuse
- External influences (eg floods, humidity, spills, and damage caused by underfloor moisture or sunlight)
- A change in the subfloor which has impacted the finished floor
- Any fault which is not as a direct result of the installation

For the purposes of this Installation Warranty, the lifetime of your product is defined by the manufacturers wear warranty (just ask us about your product if unsure).

If for any reason "Lifetime" is unclear, we still offer the Installation Warranty for the reasonable expected life of your chosen product.

It's worth noting that not all product Warranties are created equal (just ask your flooring consultant about your product) and as with any warranty you must follow manufacture care and maintenance guides.



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## CARPET WARRANTY

### General Warranty Conditions

In order for this warranty to apply, all carpets supplied and installed by Colthurst Flooring must be installed over new underlay in accordance with Australian and New Zealand Standard AS/NZS 2455 and maintained in line with Colthurst Flooring care and maintenance guidelines.

This warranty is extended to the original purchaser only and is not transferable. Proof of purchase and installation date must be provided for all warranty claims.

### Warranty Periods

Your Colthurst Flooring carpet is covered by an express residential warranty as outlined below, subject to correct installation, use and maintenance.

### Typical Residential Warranty Coverage: "Each carpet is different - Please ask to confirm"

5 Year Warranty – Manufacturing Defects, Pile Loss (>10%), UV Fade, Stain Resistance

10 Year Warranty – Manufacturing Defects, UV Fade, Stain Resistance

15 Year Warranty – Manufacturing Defects, UV Fade, Stain Resistance or Stain Proof

20 Year Warranty – Manufacturing Defects, UV Fade, Stain Proof

### Limited Wear Warranty

Colthurst Flooring warrants that the surface pile of the carpet will not abrasively wear by more than 10% within the stated warranty period, provided the carpet is installed and maintained correctly.

### Limited Stain Resistance Warranty

Where applicable, Colthurst Flooring warrants that the carpet will be stain resistant to common household food and beverage stains subject to proper care and cleaning. This warranty does not cover stains resulting from failure to attend to spills promptly or from substances known to cause permanent staining.

### Limited UV Colourfast Warranty

Colthurst Flooring warrants that the carpet will not show significant colour change due to normal sunlight exposure within the stated warranty period. Direct prolonged exposure to high UV levels without adequate window protection is excluded.



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## EXCLUSIONS

### Warranty Exclusions

This warranty does not apply to:

- Damage due to the improper use of cleaning agents or methods not approved for use with the carpet.
- Damage or defects attributable to events outside of our control including:
  - Water ingress, mould, mildew, fungi, or bacteria growing on the carpet
  - Operation of the forces of nature, including earthquakes, cyclones, floods, severe weather or unusual climatic conditions
- Direct high sunlight exposure without window protection such as UV stabilising tints, curtains, blinds, or external roof cover
- Improper installation or failure to comply with AS/NZS 2455
- Failure or absence of underlay
- Damage caused by pets, burns, cuts, pulls, abuse or neglect
- Damage from heavy equipment or castor chairs without protective mats
- Rubber-backed mats, dyed rugs or migration from foreign materials
- Normal appearance changes such as shading, watermarking, pile reversal or flattening

### Claims Process

If you believe your carpet is faulty, contact Colthurst Flooring with proof of purchase. If a manufacturing fault is confirmed, Colthurst Flooring will replace or credit the affected area.

Replacement Value	5 Year Warranty	10 Year Warranty	15 Year Warranty	20 Year Warranty
1-2 Years	100%	100%	100%	100%
3-5 Years	100%	100%	100%	100%
6-7 Years	0%	50%	60%	75%
8-10 Years	0%	25%	40%	50%
11-15 Years	0%	0%	10%	20%
16-20 Years	0%	0%	0%	5%

### Consumer Guarantees Act

Consumer Law If you are a consumer, our goods come with warranties that cannot be excluded under the Consumer Guarantees Act. Noting in this document limits or excludes any warranties that cannot be excluded by law and we will honour our obligations under the Consumer Guarantees Act 1993, including those guarantees regarding quality, description, and fitness for purpose of the carpet we supply. For more information on your rights under the New Zealand Consumer Guarantees Act, please visit the Ministry of Business, Innovation & Employment's Consumer Protection website at [www.consumerprotection.govt.nz](http://www.consumerprotection.govt.nz).