

15-YEAR WARRANTY



OLEFIN STANDARD WARRANTY

United Weavers gives a warranty of 15 years to all its Olefin Modular Carpets which are commercially installed indoors. All United Weavers products are warranted against:

WEAR

Carpet Tiles will not wear more than 20% of their surface pile weight from abrasive wear. "Abrasive wear" means fiber loss from the carpet tiles 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 carpet tiles.

STAIN WARRANTY

We warrants that Olefin carpet tiles will not permanently stain from substances typically found in offices during the listed warranty years following installation of the carpet, provided that the carpet is properly installed and maintained indoors according to CRI recommendation or United Weavers recommendations. This warranty excludes willful damage including burns, water damage and reappear -ing (wicking) spots, and any stain that may occur in high traffic areas such as stairs. In addition, substances that degrade or destroy the carpet fibers (i.e.. drain cleaner, battery acid, etc.) are also excluded from warranty coverage. 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

LOSS OF DIMENSIONAL STABILITY

United Weavers warrants that the dimensions of the backing of all tiles will remain stable within the limit fixed by ISO 2551 (EN 986) and will not vary more than +/-0,20%. This guarantees that there will not be any elongation of the backing under the static loading of conventional office furniture. The initial values of the dimensions will be kept.

COLORFASTNESS TO LIGHT

We warrants that Olefin carpet tiles will not show a significant color change during this time as tested by BS ISO 10361: Test Method B:2000. 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 .

15-YEAR WARRANTY



CARPET PERFORMANCE FAILURE

As long as the carpet has been installed in accordance with United Weavers installation manual/CRI 104 commercial 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.

United Weavers 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 labor involved in bordering or sculpturing.

WARRANTY COVERAGE PERIOD

This warranty coverage runs for fifteen years from the date your carpet is 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, use.
 - Have the carpet installed in accordance with CRI104 commercial 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 United Weavers.
- 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.
- United Weavers 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 United Weavers installation guide/CRI104 installation manual and AS/NZS2455.2(*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 United Weavers.
- Carpets installed on stairs, in bathroom are not covered under this warranty.
- Spread the carpet tiles prior to installation for any visible manufacturing defects. United Weavers 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.

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:

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.