



# AU | NZ Warranty (sample)

# tretford

## ROLL | RUGS | PLANK | TILE

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# TRETFORD WEAR GUARANTEE

## Limited Wear Warranty

### + Lifetime Anti-ravel/Non-Zipper guarantee

The manufacturer warrants that tretford carpet (Roll/Tile/Plank/Rugs) will not wear more than 25% in the five 5 years following its installation, provided it is installed and maintained indoors according to manufacturer's recommendations.

This warranty covers carpet wear (loss of pile) and does not cover soiling, crushing or tracking. This warranty is prorated based on 5 years of service and is not transferable.

If, after testing the carpet, the manufacturer determines that the carpet has worn more than 25% and that all warranty conditions have been met (see below) the manufacturer will compensate the owner on a pro-rata basis, the original material cost of the carpet for the area directly affected.

## Conditions of Warranty

This warranty is provided on the following conditions:

- It is provided exclusively to the original purchaser.
- The carpet has been installed by a suitably qualified contractor in accordance with all current AS/NZS industry standards.
- The carpet has been properly maintained and cleaned in accordance with the tretford care and cleaning instructions.

## Exclusion from Warranty

- It excludes carpet installed on stairs, areas subject to castor action, damage from skates, spiked shoes and other athletic footwear,
- Water or flood damage, where carpet is affected by such damage, condition or event.
- Improper installation or maintenance – (note - refer to the detailed maintenance guidelines in your Warranty booklet below).

- Wilful damage including burns, tears and cuts.
- Carpet affected by deterioration of underlay or failure of the underlay.
- Defects including folds, wrinkles, bubbling and/or delamination due to improper installation.

### Notes on tretford care and maintenance instructions

Taking a proactive approach to carpet care is very important for maintaining the value and ensures that you prolong the beauty and durability of your new tretford carpet!

Within our cleaning and care instructions, we give you important tips and sensible advice for the correct treatment of your new tretford carpet.

And part of tretford's philosophy on producing a healthy and protected carpet is minimizing the use of chemicals. Tretford treats its carpet preventatively for insect resist treatment according to the valid European (EU) standards (Regulation 528/2012), which meets all requirements for treated goods.

### Maintenance care and basic cleaning:

Regular vacuuming and annual deep cleaning are most important to maintaining tretford carpet.

- Regular vacuuming at least weekly, including along skirting boards, under furniture and in non-usage areas.
- Annual, at least once-a-year, low-moisture, deep cleaning of the carpet in all areas including along skirting boards, under furniture and in non-usage areas.

A detailed guide to Care and Maintenance is available separately, please email [sales@gibbongroup.com.au](mailto:sales@gibbongroup.com.au) or call Gibbon Architectural on 07 3881 1777.

### Contact Gibbon Architectural:

(07) 3881 1777

[sales@gibbongroup.com.au](mailto:sales@gibbongroup.com.au)

[www.gibbonarchitectural.com.au](http://www.gibbonarchitectural.com.au)