

# NATURE CARPET TILE

## PRODUCT WARRANTY



### 15 YEAR COMMERCIAL WARRANTY:

- NFD warrants that from the time of installation, our Carpet Tiles will lose no more than 10% of pile weight and will maintain a serviceable surface provided the carpet tiles are installed and maintained accordingly with NFD's guidelines.
- NFD warrants that our Carpet Tiles backing will not delaminate and the tile will remain dimensionally stable.
- We warrant that our Carpet Tiles are resistant to shrinking, stretching, cupping and curling when installed and maintained accordingly with our guidelines.
- NFD warrants that our Carpet Tiles will resist colour degradation against exposure to light and atmospheric contaminants when maintained accordingly with NFD's care and maintenance guide.
- NFD warrants that our Carpet Tiles will prevent static build up in excess of 3.5 KV. No static shock will be experienced by a person as a result of our Carpet Tiles.

In the event that our Carpet Tiles fail to perform in accordance with the warranty, NFD will offer to repair, offer an allowance or accordingly offer a credit allowance against the cost of the carpet material in the affected area. This would also be subject to the depreciate scale set out below

<b>First 3 Years</b>	<b>100%</b>
<b>Year 4-5</b>	<b>70%</b>
<b>Year 6-7</b>	<b>40%</b>
<b>Year 8-9</b>	<b>20%</b>
<b>Year 10-15</b>	<b>10%</b>

### CLAIMS

- Warranties are extended to the original purchaser of the carpet and are not transferable
- Proof of purchase is required for all claims
- Proof of professional cleaning every 12-18 months is required
- To file a claim under warranty contact your authorized dealer where carpet was purchased in writing.
- Include a detailed description of the issue you are having with the carpet and a copy of your invoice.

### EXCLUDED FROM WARRANTY

- Damages through incorrect installation
- Carpet installed outdoors, on stairs, bathrooms, kitchens or in areas subject to other than normal shoe traffic
- Damage caused by pulls, tears, pilling, pets, dyes, burns, pile reversal, watermarking, pooling, shading, inadequate cushion, lack of protection under furniture.
- Damage resulting from negligence, improper use or natural disaster
- Damage to the carpet caused by improper cleaning maintenance and application of improper cleaning agents
- Damage caused by flooding, wetting or the presence of excessive moisture.
- Discolouration effected by atmospheric or chemical influences (ozone effect).
- Normal production differences between the colour of the retail store sample and the colour of the actual carpet. Store samples should be used as a colour reference only as production will vary slightly from batch to batch.
- Any associated costs such as rectification work, removal of fixtures or furniture, painting, accommodation, loss of time and incidental costs.