

information  
warranty

HILLSBOROUGH OFFERS THE  
FOLLOWING WARRANTIES:

Your selected flooring will be covered  
by one or more of the below warranties.

15 Year Wool Limited Residential Warranty

For more information visit  
[www.feltex.com/au](http://www.feltex.com/au)



WARRANTY  
PROVIDED BY



This warranty is effective for  
purchases made after  
1 March 2024



The floor you've been searching for

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## 15 Year Wool Limited Residential Warranty

As Australia's largest carpet manufacturer, we endorse and recognise all rights of the consumer under the Australian Consumer Law.

All our products are manufactured under a management system independently and externally certified as complying with ISO9001 (Quality Assurance & Management Systems), ISO14001 (Environmental Management Systems) and AS4801 (OH&S Management Systems). We are proud of our manufacturing processes and warranty all our carpets against defects in materials and workmanship. Our Australian After Sales Service team can be relied upon to respond to any consumer queries or concerns with our products.

### Consumer Guarantees

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

### Our Warranty

In addition to any rights available under Australian Consumer Law, Feltex Carpets guarantees that, when used in a residential premises in accordance with the General Conditions and Homeowner Obligations set out below, your carpet will perform as set out below for up to 15 years following the original installation (see pro rata details below):

**Fibre Loss Warranty** - The surface fibre of the carpet will not abrasively wear so as to lose more than 10% from the pile of the carpet. Pile/fibre loss does **not** include other changes in carpet appearance: e.g. matting (the loss of twist from the tips of pile and entanglement of the fibre), or crushing (the non-restorable pile flattening due to foot traffic, castor wheels or pressure of furniture) or pilling or pile loss due to events set out clause 5 of the General Conditions.

**Fade Resistance Warranty** - Your carpet will not significantly change colour as a result of exposure to sunlight or atmospheric contaminants (including ozone or oxides of nitrogen). A significant change of colour is a change of greater than three units as measured by the American Association of Textile Chemists and Colorists (AATCC) Gray Scale. The Gray Scale is an internationally recognised comparison system to determine the extent of colour differences, and three units should not significantly change the appearance of your carpet. Carpet may change colour due to other external causes such as first fade (see page 21 of the Feltex Carpet Collection guide for a full explanation) or spills of household chemicals and other non-food and non-beverage substances or chemical influences. These are not covered by this warranty.



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**Insect Deterrent Warranty** – Your Feltex wool carpet has been treated to deter insect and moth infestation. The treatment does not stop insects from entering your home and moths/ beetles in some areas have developed a tolerance to treatments. The insect deterrent treatment is embedded in the carpet fibre and needs to be ingested by the insect to have an effect and stop further spreading – such that some fibre loss may occur and good housekeeping is essential. Regular vacuuming along skirtings, under furniture and in corners will discourage insects and reveal any infestations at an early stage.

If you believe there may be a minor infestation, you should thoroughly vacuum the area (spraying the contents of the vacuum cleaner with insecticide prior to disposal) and treat the infested area, extending 15cm beyond the boundaries of the activity, with an insecticidal aerosol spray or powder following the manufacturer's directions and precautions. In the case of serious infestations or if the initial treatment is not successful, it is recommended you contact a professional pest control operator.

Feltex Carpets guarantees that, provided your carpet is maintained as set out above, your carpet will not show visible damage due to insects.

**NOTE:** As a textile product, carpet will change its appearance over time as set out in the Carpet Characteristics section of the Feltex Carpet Collection guide.

## General Conditions

1. This warranty applies to new Feltex carpet purchased in Australia after 1 July 2020 and professionally installed over underlay in accordance with the installation recommendations set out in the Feltex Carpet Collection guide, and used in an owner occupied residential premises.
2. This warranty does not apply to carpet not installed as a fixed floor covering e.g. rugs or carpet used in bathrooms, kitchens and utility areas such as laundries and wet areas and areas subject to significant non-foot traffic, as the carpet is not suitable for such use.
3. If the premises become tenanted or cease to be an owner occupied residential premises, this warranty ceases to apply. In those circumstances, consumers still retain any rights they have under the Australian Consumer Law.
4. This warranty is only provided to the original purchaser of the floor, or if the original purchaser is a builder or developer, to the owner of the residential home 12 months after purchase of the floor and is not transferrable.



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5. This warranty covers only the things above, and does not cover, for example, damage to the carpet which has been caused by:

- improper installation (e.g. seam peaking or wrinkling/tuft losses due to installation issues).
- defects in the underlay or failure to use underlay.
- failure to promptly respond to any spillages/stains and/ or improper maintenance and/or failing to carry out proper routine maintenance in accordance with the recommendations described in the Feltex Carpet Collection guide.
- things ordinarily covered by homeowner insurance policies, such as accidents, burning, flooding, persistent moisture or smoke.
- abuse (being any use considered unreasonable given the normal and expected use of carpet in an owner occupied residence), including cutting and pet damage.
- strong chemicals (e.g. bleach, pool chemicals, tile cleaners, mildew removers, oven cleaners, drain openers, plant food etc.).
- the application of any post-manufacturer topical treatments (e.g. anti-static or stain resistance) as these are not suitable for your Feltex carpet.

## If your carpet fails to perform?

If any part of your carpet fails to perform in accordance with this warranty, then, in addition to any rights you have under the Australian Consumer Law, Feltex Carpets will offer you an allowance or a credit towards the replacement of the carpet, to be redeemed through your original retailer or another retailer in your area nominated by Feltex Carpets.

The allowance or credit will relate to the purchase price of Feltex carpet which is the same or of comparable quality to replace the affected area of the carpet, extending to the nearest wall, doorway or entrance, and the reasonable cost of its installation (but excluding the cost of underlay), calculated as follows:

Year in which the claim is made, calculated from the date of installation.	% of original retail cost of the carpet including installation excluding underlay:
Years 1 - 5	100%
Years 6 - 8	50%
Years 9 - 12	25%
Thereafter	10%

You will be responsible to pay the retailer the balance of the purchase price and installation costs. In relation to claims made under this warranty, Feltex Carpets will only pay the amounts above and you will be required to pay any other expenses incurred in connection with the claim. Feltex Carpets will not reimburse or pay for your time associated with making the claim, new underlay, the cost of cleaning, repainting, expert advice, obtaining quotations, accommodation, moving or replacing furniture, equipment or fittings or the disposal of carpet, underlay or packaging (subject to any additional remedies you may have under the Australian Consumer Law).



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## Homeowner Obligations

- As carpet is not a branded product, it is important to retain proof of purchase to establish the carpet is a Feltex Carpets product. Keep proof of purchase in the form of a receipt, bill, invoice or statement from the retailer, showing the price you paid and the date of its purchase, together with proof of installation date. Make sure you also know which Feltex carpet you have purchased and the warranty applicable to the carpet (details are on the back of samples in store at the time of purchase). So Feltex Carpets has a record of your purchase, register your guarantee at [www.feltex.com](http://www.feltex.com) within 30 days of purchase.
- Have your carpet installed by a professional installer in accordance with AS 2455.1 "Textile floor coverings – Installation practice – General" and the guidelines set out in the Feltex Carpet Collection guide.
- Maintain your carpet with regular vacuuming and cleaning as set out in the Feltex Carpet Collection guide.

## Making a Claim

If you believe your carpet is failing to perform in accordance with this warranty or as required by the Australian Consumer Law, please notify your retailer. Be sure to describe the specific problem (providing a photo if possible) and include a copy of your proof of purchase.

This warranty is provided by Feltex Carpets Pty Ltd, ABN 60 068 166 843, PO Box 93, Geelong, Vic 3220, ph. 1300 130 239, email [feedback@feltex.com](mailto:feedback@feltex.com).

Your retailer will take appropriate action, including arranging an onsite inspection of the installation (if appropriate) and notifying Feltex Carpets if necessary. Should you be unable to contact your retailer, or if you do not get a satisfactory response from your retailer, please contact Feltex Carpets directly.

Feltex Carpets Pty Ltd  
ABN 60 068 166 843, PO Box 93, Geelong, Vic 3220  
1300 130 239 | [feedback@feltex.com](mailto:feedback@feltex.com)

