

information
warranty

ENTREND
OFFERS THE FOLLOWING
WARRANTIES:

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

15 YEAR ABRASIVE WEAR LIMITED WARRANTY

15 YEAR STAIN RESISTANCE LIMITED WARRANTY

15 YEAR FADE RESISTANCE LIMITED WARRANTY

For more information visit
bremworth.com.au

entrend.

WARRANTY
PROVIDED BY

Bremworth

This warranty is effective for
purchases made after
1 February 2026

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warranty

OUR WARRANTY

In addition to consumer rights, Bremworth warrants that, when used in a residential household in accordance with the full T&Cs on our website, your SDN carpet will perform as set out below for up to 15 years following the original installation:

15 YEAR ABRASIVE WEAR LIMITED WARRANTY*

Your carpet is protected against fibre loss for 15 years during normal domestic wear.

Fibre Loss from abrasive wear is defined as actual loss of fibre, due to abrasion, from the surface pile of the carpet. We warrant that your carpet will not experience fibre loss from abrasion by more than 10% under normal domestic wear conditions.

Abrasive wear does not mean crushing or flattening of the carpet pile in any area. This is not an appearance retention warranty.

15 YEAR STAIN RESISTANCE LIMITED WARRANTY*

We warrant that your carpet will resist most common household food and beverage stains that occur during normal residential use for 15 years, so long as:

You attend to all spills and stains promptly as per the recommended care and cleaning procedures in our Synthetic Carpet Care Guide. If the affected area remains unsatisfactory after you have tried these cleaning procedures, then you must have the affected area of your carpet professionally cleaned. If the affected area still remains unsatisfactory after the professional cleaning, and you can provide proof of that cleaning, then we will replace the affected area.

Note: No carpet is fully stain proof. There are some stains that are excluded from this warranty.

15 YEAR FADE RESISTANCE LIMITED WARRANTY*

Bremworth warrants that your SDN carpet will not display significant fading due to light exposure for a period of 15 years. If we determine that noticeable colour change due to UV exposure has occurred we will repair or replace the carpet as per our warranty conditions.

IN THE EVENT OF A PROBLEM

Should a problem arise and we accept that you have a valid warranty claim under the warranties set out in this guide, at our discretion, we will either:

- Repair the carpet;
- Replace the carpet in the affected area; or
- Provide a refund for the carpet in the affected area, based on a new carpet of the same or comparable type made by Bremworth.

MAKING A CLAIM

If you believe your carpet is failing to perform in accordance with this warranty or consumer law guarantees, please first contact the retailer who sold and installed your carpet. Please share photos and describe the problem and include your proof of purchase. The retailer will then inspect your carpet and if unable to remedy the issue, they will lodge a formal request to our Consumer Services team to take this further.

*Exclusions, prorating and terms and conditions apply. This warranty is effective from 1 February 2026. This warranty does not apply to all carpet invoiced by Bremworth prior to this date. For full Terms and Conditions, please visit the Bremworth Warranty and Maintenance Guide found at bremworth.com.au

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