

warranty information

Delemont & Normandy OFFERS THE FOLLOWING WARRANTIES:

Your selected flooring will be covered
by the below warranties:

Lifetime Antistatic Warranty
15 years Colourfast Warranty
15 years Antistain Warranty
15 years Residential Wear Warranty
New Zealand Consumer Guarantees Act 1993

Eternity

WARRANTY
PROVIDED BY

Jacobsen[®]

This warranty is effective
for purchases made after
1 August 2023

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Warranty

Jacobsen Solution Dyed Nylon carpets are covered by the NZ Consumer Guarantees Act 1993. Jacobsen endorse and recognise all rights of the consumer under the Consumer Guarantees Act. Therefore the carpet must be fit for purpose and free of manufacturing defects.

Jacobsen Solution Dyed Nylon carpets are designed and are suitable for Extra Heavy Duty use in private residential homes. General wear and tear should be expected and is excluded from this warranty.

Solution Dyed Nylon Carpet is your best protection against permanent stains. No carpet is completely stain proof. Stain resistance treatment will increase your ability to clean up stains, not prevent stains.

This warranty expressly excludes and does not extend warranty coverage to any of the substances or causes of damage identified below:

- Failure to follow the care and stain removal procedures contained in this guide.
- All non-food and non-beverage substances.
- Food and beverages which contain dyes (e.g. curry, soy sauce and mustard).
- Extremely hot liquids.
- Substances which destroy or change the colour of the carpet (e.g. food colouring, bleaches, drain cleaners, plant food, very strong dyes, acids, faeces, urine, vomit and pet stains).
- Soiling in very heavy traffic areas such as stairs and staining which becomes permanent due to the failure to carry out the care and stain removal procedures contained in this guide.

Features and Benefits

- Multiple weight options – from light 25oz to luxurious 70oz
- Solution Dyed Nylon hard twist yarn is exceptionally durable with excellent appearance retention
- Superior stain resistance for easy maintenance
- Colourfast and fade resistant
- Non-allergenic, with no pilling or shedding

To qualify, the carpet must have been first grade, installed professionally and the claim must be made by the original purchaser.

You must have attempted to clean the stain using the recommended guidelines. If the affected area remains unsatisfactory after using these cleaning procedures, then have the affected area professionally cleaned. If the affected area is still unsatisfactory after professional cleaning then you must within 30 days make a claim to the retailer you purchased the carpet from.

For the expected life of your carpet Jacobsen Solution Dyed Nylon will not generate static greater than 3.5 kilovolts.

Warranty Replacement Value

If your carpet has been determined as unable to be repaired, we will offer replacement of a new carpet of the same or comparable type available through Jacobsen.

Like any asset, the value of your carpet also depreciates over time and with wear. Our warranty allows for the following depreciation table to determine the value of replacement materials:

1 – 5 Years	100%
6 Years	70%
7 Years	50%
8 Years	30%
9 Years	10%
10 Years	5%
10+ Years	0%

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warranty information

15 Year Limited Wear Warranty

This carpet carries a limited Wear Warranty by Jacobsen for residential indoor use. The warranty is conditional on the carpet being installed according to AS/NZS 2455. 1:2007 'Textile Floor Coverings Laying Practice' and maintained according to AS/NZS 3733:1995 'Cleaning Maintenance of Residential and Commercial Carpeting'.

The carpet is warranted that loss of pile mass through abrasive wear will not exceed 10% in any area except stairs. Jacobsen will repair any area of the carpet that does not perform as warranted. If repair cannot be reasonably made, we will replace the affected area or reimburse the original purchaser according to the terms set forth under the 'General Terms and Conditions' of these warranties.

The wear warranty carries a limited warranty on abrasive wear and is not a warranty for matting, crushing or 'watermarking'.

All carpets will mat or crush to some degree, simply because carpet, as a floor covering, is subjected to very high dynamic pressure as people walk on the carpet surface. However, such conditions do not constitute loss in face fibre weight. In addition, this warranty excludes such things as installation, backing, damage due to improper cleaning agents or methods, lack of protection under roller castor chairs, carts with wheels, tears, pulls, cuts, pilling, burns, matting, staining, crushing, pet damage, or damage caused by accidents or improper use or damage due to abuse by any athletic equipment such as roller skates, ski boots or golf shoes.

15 Years Anti Stain Warranty

This carpet carries a Limited Stain Warranty for residential indoor use. The Warranty is conditional on the carpet being maintained according to AS/NZS 3733:1995 'Cleaning Maintenance of Residential and Commercial Carpeting' and Jacobsen maintenance guidelines.

If permanent staining occurs, with an irreversible localised change of colour less than 3.5 on the 'Grey Scale for Evaluating Staining' and within the period of the applicable product warranty, the affected area will be replaced with the same carpet or one of equivalent quality, at the discretion of Jacobsen, at our expense, excluding installation.

The Warranty applies only to carpet and does not extend to installation, backing, damage due to improper cleaning agents or methods or misuse.

Various stains are excluded from the warranty including stains due to the following:

- Non-food & beverage stains eg hair dyes, pet stains, cosmetics, nail polish, shoe and furniture polish, paints, permanent markers and crayons.
- Chemicals eg: bleach, drain cleaners, plant food, chlorine, acids, strong alkali and insecticides.
- Strongly coloured dyes and tannins e.g. red wine, mustard, coffee and tea.

Chemicals- Exercise extreme caution with all bleaches, tile cleaners, mildew removers, oven cleaners, drain openers, plant food and the like. They are strong chemicals that can permanently discolour or dissolve carpet fibres.

15 Years Colourfast Warranty

This carpet will not exhibit noticeable colour loss as a result of light fading during the duration of the warranty. If the carpet displays a light fading rating of 3 or less when compared to unused carpet from the same production or the manufacturer's colour standard, using the International Grey Scale. Carpet will be tested according to the ISO-B02- 1994 Colourfastness to Light test method. The manufacturer will replace the carpet if it fails to meet the criteria.

Colour loss resulting from exposure to colour reducing agents such as oxidants, pesticides, cleaning agents, benzoyl peroxide and other household items and heat light accelerants is specifically excluded from this warranty.

It is recommended that window coverings be installed in areas that are subject to constant direct sunlight.

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Lifetime Anti Static Wear Warranty

This carpet carries a lifetime Anti Static Warranty for residential indoor use. The Warranty is conditional on the carpet being maintained according to AS/NZS 3733:1995 'Cleaning Maintenance of Residential and Commercial Carpeting' and Jacobsen maintenance guidelines. If the carpet generates a Static Electric Charge greater than 3.5kV during the warranted period of service, the affected area will be replaced with the same carpet or one of equivalent quality, at the discretion of Jacobsen, at our expense, excluding installation.

Note: Static related shocks become perceptible above 3kV, they become objectionable above 5kV. The Warranty applies only to carpet and does not extend to installation, backing, underlay, damage due to improper cleaning agents or methods or misuse.

All above warranties are pro rata based on the applicable product warranty period of service. Jacobsen reserves the right to inspect and test all carpet which is the subject of a claim and also to nominate their own professional cleaner. The Warranty is only valid to the original purchaser.

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