

# warranty information

## SERENITY - PEMBROKE OFFERS THE FOLLOWING

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

### 10 YEAR LIMITED WARRANTY

For more information visit  
[www.euroflor.nz](http://www.euroflor.nz)



WARRANTY  
PROVIDED BY

EUROFLOR

This warranty is effective for  
purchases made after  
1st Jan 2025



[choicesflooring.com](http://choicesflooring.com)

The value covered by the warranty shall be as per the below depreciation table,  
commencing from installation date, and includes both the carpet, installation, and uplift (if

# warranty information

applicable).

Year 0 -3 100%

Year 3 - 6 60%

Year 6 - 10 30%

- (1) Proof of purchase must accompany claims along with install dates
- (2) Limited warranty applies to the original purchaser and the original installation site, and is not transferable
- (3) Carpet must be installed by a NZ registered flooring installation contractor to NZ standards
- (4) Claims should be made through original retailer
- (5) Limited warranties do not apply to "seconds", "off grade" or "clearance line" products

## Warranty Exclusions

- (1) The limited warranty only applies to abrasive wear and does not include carpet backing /or
- (2) Damage from tears, cuts, burns, pets or natural disaster
- (3) Damage caused by underfloor heating
- (4) Damage due to improper cleaning, topical agents, poor maintenance
- (5) Damage caused by excessive water or the persistence of excessive moisture
- (6) Damage caused by staining from food, colouring or bleaches
- (7) Damage caused by soiling or tracking in very heavy traffic areas
- (8) Damage caused by inadequate sub-flooring or improper floor preparation
- (9) Damage or excessive wear caused by poor or inadequate underlay. The min underlay requirement is 10mm x 100kg
- (10) Commercial use – these products are warranted for domestic use only

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**Euroflor Warrants the carpet against manufacturing defects provided:**

# warranty information

- (1) The carpet is not a "Second", "off grade" or "clearance line"
- (2) The carpet has been installed by a NZ registered installation contractor
- (3) The carpet has been properly maintained

## Caring for your carpet

- (1) Regular weekly vacuuming particularly high traffic areas
- (2) Fast action for any spills to avoid saturation of the stain in to the carpet fibres, remove any solids, followed by blotting any liquids with a white cloth or paper towel
- (3) Professionally cleaned by hot water (or similar) extraction every 2yrs – proof must be supplied to validate warranty

## Remedies available to you

If your carpet fails to perform as stated in the applicable limited warranty, Euroflor will, at its option

- (1) repair without charge the affected area to conform to the warranty or;
- (2) replace the carpet without charge with a floor covering of equal value and /or quality, subject to the depreciation table (if applicable), or
- (3) credit the Retailer their original purchase price of the carpet plus allowance for uplift and relay, subject to the depreciation table (if applicable).

## Carpet Form

It is typical for carpet to have a variation from store samples due to dye batch and production/ yarn variations; lighting can also have an effect on the colour. No claims will be accepted for batch variation against samples. All carpets will develop lighter and darker patches over time, known as permanent pile reversal, shading or watermarking. This is caused by the blending of carpet pile fibres which then reflect the light differently; this is not a fault. Most new carpet will shed some fibres; this is residue left over from manufacturing, and regular vacuuming will remove loose fibre. Please refer to our website [www.euroflor.nz](http://www.euroflor.nz) for further information.

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