

warranty information

BROCKTON OFFERS THE FOLLOWING WARRANTIES:

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

20 YEAR RESIDENTIAL WARRANTY

For more information visit
www.signaturefloors.com.au
www.signaturefloors.co.nz

THE HARLOW COLLECTION



WARRANTY
PROVIDED BY

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This warranty is effective for
purchases made after
01/04/2024



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WARRANTY

General Warranty Conditions

Consumer rights remain in effect in addition to this warranty. *Carpet* flooring warranties are extended to the original purchaser of the *Carpet* and non-transferable. The warranty is solely for the domestic use of the product. The warranty only applies to first quality products and is not applicable to products sold as seconds, irregulars, short lengths or used. Products must be properly installed in accordance with the current AS/NZS 2455.1. Products also require routine maintenance, and should be properly maintained in accordance with the recommendations outlined by Signature Floors Carpet Care and Warranty Guide. Failure to appropriately install the product and to provide such care could void all or part of the warranty coverage.

The manufacturer excludes and will not pay consequential or incidental damages under these warranties. This includes any loss, expense or damage other than to the product itself that may result from

a defect in the product, including without limitation, mileage, movement of furniture, delivery delays, additional handling and labour as a consequence of modifications to the original product.

The Warranty does NOT Cover:

- Product installed outdoors or in garages
- *Carpet* laid on stairs
- Any defects due to improper installation including sub-floor imperfections
- Damage to product caused by improper maintenance, application of improper cleaning agents, methods, mishaps or inadequate care
- Damage to the product caused by burns, wheel and castor traffic, tears, pet abuse or furniture depressions
- Damage caused by stiletto heels or gouging from heavy sharp objects
- Abuse by any athletic equipment such as roller skates, golf shoes or gym equipment
- Changes in product colour or fading or other discolouration resulting from external causes such as spills of dyes or chemicals, other non-food or non beverage substances, or atmospheric or chemical influences
- Damage resulting from accidents, abuse (being any use considered unreasonable given the normal and expected use of the product in a residence) or abnormal wear (soiling, burning, flooding, cutting, pet damage, smoke etc) or from wetting or persistence of excessive moisture or exposure to very hot substances
- Any product which has been treated after installation with any protective material or defects, or damage due to application of any topical treatments (including fungicides, bactericides, biocide, anti-statics, stain resists, some cleaning agents etc) which have adversely affected the attributes of the product
- Normal or minor difference between colour and texture of samples and the installed product.

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What the Manufacturer will do if your *Carpet* Fails to Perform

This warranty is in addition to and does not affect your statutory rights. Our goods come with guarantees that cannot be excluded under the Australian Consumer Law/NZ Consumer Guarantees Act 1993. The law states, pursuant to schedule 2 of the competition and consumer Act (CCA) that "our goods come with guarantees that cannot be excluded under the Australian Consumer Law/NZ Consumer Guarantees Act 1993. You are entitled to a replacement or refund for a major failure and compensation for any reasonably foreseeable loss or damage. You are entitled to have the goods repaired, replaced, refunded or be offered an allowance or arrange a credit equal to the cost of the material only in the affected area if the goods fail to be of acceptable quality and the failure does not amount to a major failure." The credit will apply only to *Carpet* of the same or comparable quality depreciated as set out right.

Consumer Obligations

In order to maintain and protect your coverage under the terms of this warranty, you must:

- Keep proof of purchase in the form of a receipt, bill, invoice or statement from the retailer, showing the price you paid for the *Carpet* flooring, together with proof of installation date
- Have your *Carpet* installed in accordance with Australian Standard AS/NZS 2455.1, and otherwise in accordance with the guidelines set out in this brochure
- Maintain your *Carpet* flooring with regular care and cleaning

Our wool *Carpets* are treated with an insect resistant chemical to deter carpet beetle/moth. It is not in a high enough concentration to kill them or cause harm to those in your household including pets.

Wool *Carpet* must be kept clean, and regularly vacuumed. Vacuum right to the edge of the room, and periodical moving of furniture is recommended to ensure wall-to-wall cleaning.

If you would like to, you can spray domestic residual insecticide (surface spray) around the edges of the floor every year, under furniture, and at doorways.

If you find any evidence of insect attack or infestation call a pest control agency immediately. Spray with insecticide immediately and take all necessary precautions to prevent attack.

NOTE: There is no such thing as a moth-proof or beetle proof wool *Carpet*. Warrantees are not given against insect attack.

Wear Warranty

Signature Floors depreciative warranty applies to wear. Signature Floors warrants that the surface pile of your *Carpet*, given normal domestic wear, will not abrasively wear more than 10% following on from the original installation. Abrasive wear means fibre-loss from the *Carpet* through normal abrasion, not from crushing or flattening of the *Carpet* pile in any area, or from staining, soiling, fading or other changes in *Carpet* appearance. Also specifically excluded from this warranty, are exclusions as set out in the General Warranty Conditions.

Stain Warranty

Signature Floors depreciative warranty applies to stain warranties. Provided that the cleaning instruction in this document is followed at the time stains occur.

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Signature Floors warrants that it will repair and / or replace, at its expense, any affected portion of your *Carpet* if the surface pile in any area doesn't resist staining by spills of most household food and beverages after being treated accordingly. If identical *Carpet* is not available, the consumer may choose from a selection of carpeting of comparable quality and colours.

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

- Non-food & non-beverage stains eg. hair dyes, pet stains, cosmetics, shoe and furniture polish, paints
- Chemicals* e.g. bleaches, drain cleaners, plant food, chlorine, acids, strong alkali & insecticides
- Strongly coloured natural disperse dyes eg. mustard & tea
- Pollen or flowers

*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 permanently discolour or dissolve *Carpets*.

This warranty excludes discolouration due to general soiling and / or colour change. Also excluded is *Carpet* which has been put to commercial or non-owner occupied residential use. If it is determined that no significant staining has occurred, Signature Floors reserve the right to deny the claim. This warranty is issued only to the first retail purchaser and is non-transferable. This warranty covers stains only and not soiling. Specifically excluded from this warranty, are exclusions as set out in the General Warranty Conditions.

Fade Warranty

Signature Floors depreciative warranty is applied to fade warranties.

Signature Floors warrants that the colour of your *Carpet* is warranted to achieve a rating of not less than five (5) units of measure, due to exposure to sunlight from the date of the original installation, when tested by a NATA approved textile testing laboratory against International Organisation for Standardization ISO 105-B02-1994 Colour Fastness to Light Xenon Arc Method 1.

Delamination

Signature Floors warrants that its *Carpet* will not delaminate (i.e. the secondary backing will not separate from the *Carpet*), during the period specified by the warranty, provided that the *Carpet* is properly installed, indoors, and properly maintained, in accordance with Signature Floors installation and maintenance recommendations.

This warranty excludes areas where *Carpet* edges are not properly repaired using a latex seam sealer after being cut by the installation technician prior to seam confection. This warranty only covers delamination resistance property of the *Carpet* backing itself, as distinct from the adhesion of the *Carpet* to the flooring substrate.

Insect Resistance Warranty (for wool Carpets)

Signature Floors wool *Carpets* have been treated to deter insect and moth infestation. The treatment does not stop insects from entering your home, the beetles live outside, but will come inside to lay their eggs on wool *Carpet* any time of the year. They prefer dark, damp areas under furniture and around the edges of the room.

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Wool *Carpet* must be kept clean, and regularly vacuumed. Vacuum right to the edge of the room, moving furniture to vacuum underneath is necessary to discourage insects and reveal any infestations at an early stage.

Signature Floors warrants that, provided your *Carpet* is maintained as outlined in this guide, your *Carpet* will not show visible damage due to insects within the period set out in the Insect Deterrent Warranty label affixed to the sample.

Making a Claim

If you consider that your *Carpet* is failing to perform in accordance with these warranties or your consumer rights, please notify your flooring retailer to arrange on an on-site inspection of the installation. It will be of assistance to describe the specific problem, the date of installation and where possible, include a copy of your invoice. The retailer will take appropriate action, including notifying the manufacturer if necessary.

Warranty Definition

This is a diminishing warranty, which means that – when a warranty claim is submitted – equal incremental annual reductions in line with the term of the warranty is applied.

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