

warranty information

HAVEN - CALLOW OFFERS THE FOLLOWING WARRANTIES:

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

4 Year Residential Wear Warranty

For more information visit
www.questcarpet.com.au



WARRANTY
PROVIDED BY



This warranty is effective for
purchases made after
1 May 2020



The floor you've been searching for

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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. The benefits under our warranty are in addition to other rights and remedies of the consumer under a law in relation to the goods or services to which the warranty relates. For more information refer to the Warranty table.

	Wool or Wool Blend	Solution Dyed Nylon	Polypropylene
Permenant Pile Reversal Shading	No warranty applies. Some cut pile carpets adopt a condition known as shading. The occurrence of shading cannot be predicted or prevented. It is not a manufacturing fault & has no detriment to the wearability or life of the carpet.	YES	YES
Colour Fast		Highly resistant to colour loss or fading from sunlight or ozone.	YES
Anti Static	The carpet will not generate a static electric charge greater than 3.5kV.	The carpet will not generate a static electric charge greater than 3.5kV.	YES
Stan & Soil Resistance	No warranty Provided	YES See exemptions	YES See exemptions
Insect Protection	3 Years	Lifetime	Lifetime

WARRANTY EXEMPTIONS

1. Carpet that has not been installed over new underlay in accordance with "AS/NZS 2455.1 Textile FloorCoverings – Installation practice – General" as amended from time to time.
2. Carpet used other than for indoor residential purposes in non-utility areas.
3. Carpet which is not properly maintained in accordance with the Quest Carpet Care & Maintenance Guide, which was provided to you at the time of purchase.
4. Carpet installed in areas that are subject to heavy wear conditions, such as turning points and on stairs (you should consider the purchase of additional carpet now to ensure that you can replace the carpet in heavy wear areas if required).
5. Carpet sold as seconds.
6. Damage due to improper use, improper maintenance or use of improper cleaning agents.

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7. Carpet damaged by furniture, including castor wheels (pressure marks from furniture cannot be avoided however we recommend that you use furniture cups and chair mats to help alleviate pile indentation).
8. Damage resulting from accidents, flooding or other water damage, cuts, tears, burns, chemicals, pets, under floor heating or exposure to hot substances.
9. Slight differences in texture or colour between the sample carpet and the installed carpet.
10. Defects due to improper installation.
11. Issues that are natural carpet characteristics such as shedding, piling or matting.
12. Stains/soil resistance other than in relation to Solution Dyed Nylon
13. Stains/soil resistance in Solution Dyed Nylon carpet caused by:
 - a. Food & beverages containing strong dyes (including but not limited to: mustard, soy sauce, coffee, curry or tea).
 - b. Substances that destroy or change the colour of carpets (including but not limited to: bleaches, acne medications, drain cleaners, plant food, vomit, urine or faeces).
 - c. Hot liquids.
 - d. Traffic in areas that are subject to heavy wear conditions such as turning points and on stairs.
 - e. Staining that becomes permanent due to the failure to carry out the care and stain removal procedures contained in the Quest Carpets Carpet Care and Maintenance Guide, which was provided to you at the time of purchase. If an issue arises in relation to stains/soil resistance in a Solution Dyed Nylon carpet, proof is required that a member of a recognised industry group such as Specialised Cleaning & Restoration Industry Association or the Institute of Inspection, Cleaning and Restoration has attempted to remove the stain in accordance with Australian and New Zealand Standard AS/NZS 3733 'Textile Floor Coverings – Cleaning Maintenance of Residential and Commercial Carpeting'.
14. Seams.
15. Carpet which has been treated after installation with a topical treatment.
16. Consequential or incidental damages including but not limited to loss, expense or damage other than to the carpet itself that may result from a defect in the carpet.
17. Any subsequent purchaser of the carpet or of the residence in which the carpet is installed.
18. Claims made by purchasers who are not resident in Australia and New Zealand at the time of purchase of the carpet or at the time of any subsequent claim.
19. Carpet used as rugs
20. Carpet which has been installed on old or existing underlay will not be covered.

WHAT TO DO IF AN ISSUE ARISES

In the event of an issue arising During the Warranty Period that can be shown to relate to faulty materials or manufacture, or during the Wear Warranty Period relating to excessive wear, then you should contact the retailer where you purchased the carpet. The retailer will arrange a mutually convenient time to inspect the installed carpet and if necessary will forward the details of the claim to Quest Carpet.

If you are not satisfied with the retailer's response, you may contact Quest Carpets by:

1. Send a letter describing the issue to Quest Carpets PO Box 4056, Dandenong South Victoria 3164
2. Call our customer service department on 1800 337 104
3. Send an email to customerservice@questcarpet.com.au

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You will be responsible for the costs of notifying Quest Carpet of any claim. Any claim must include your contact details and a copy of your receipt for the purchase of the carpet under this warranty to allow Quest carpet to contact you regarding your claim. If the carpet has been installed, then you must also provide to Quest Carpet proof of installation including details of installation date, underlay used and installation method, and proof of steam cleaning by a reputable professional carpet cleaner at least every 2 years.

Claim Assessment

Once any claim is made Quest Carpets will arrange a mutually convenient time to inspect and test the installed carpet to assess the claim. If, after inspection, Quest Carpet determines that the nature of a particular complaint is covered by this warranty, the Quest Carpet will, in its absolute discretion, either:

- a. Repair that portion of the carpet that is found to be faulty, including bearing any installation costs for that repair:
- b. Replace that portion of the carpet that is found to be faulty with a new carpet of similar quality manufactured by Quest Carpets, including bearing any installation costs for that replacement.
- c. If your complaint relates to the Manufacturing Warranty, compensate you as Quest Carpets considers appropriate.

GENERAL GUARANTEE CONDITIONS

This guarantee applies only in Australia and New Zealand. The guarantee extends to the original purchaser of the product and is not transferable.

Carpet must be professionally installed over underlay according to the Australian and New Zealand standard AS/NZS-2455 and must be adequately maintained as set out in "Caring for your Carpet".

This guarantee does not cover:

- Carpet sold as seconds
- Carpet installed on stairs
- Carpet installed in kitchens, bathrooms or any such utility areas
- Damage to the carpet due to improper maintenance or use of improper cleaning agents
- Any defects caused by improper installation e.g. Wrinkling, tuft losses, peaking seams
- Slight differences in texture or colour from sample to installation
- Damage resulting from abuse, accidents, flooding, cutting, smoke, pet damage & exposure to very hot substances
- Damage caused by castor chairs



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Depreciation table for refund due on 7 Year Wear Warranty	
Year 1 - 3	100 %
Year 4	70 %
Year 5	40 %
Year 6	20 %
Year 7	10 %

Depreciation table for refund due on 10 Year Wear Warranty	
Year 1 - 3	100 %
Year 4 - 5	70 %
Year 6 - 7	40 %
Year 8 - 9	20 %
Year 10	10 %

Depreciation table for refund due on 15 Year Wear Warranty	
Year 1 - 3	100 %
Year 4 - 6	70 %
Year 7 - 9	40 %
Year 10 - 12	20 %
Year 13 +	10%

Depreciation table for refund due on 20 Year Wear Warranty	
Year 1 - 3	100 %
Year 4 - 6	70 %
Year 7 - 9	40 %
Year 10 - 12	20 %
Year 13 +	10 %

Wear Warranty

Quest Carpets guarantees this carpet against pile weight loss by abrasive wear only if used indoors for residential purposes. If upon inspection and testing Quest Carpets is satisfied that the carpet was properly installed and maintained and that the surface pile has been abrasively worn more than 20% within the warranty period the affected area will be replaced, according to the above table.



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