

warranty information

ETERNITY - DELANO OFFERS THE FOLLOWING WARRANTIES:

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

Lifetime Anti-Static Guarantee

15 Year Stain Resistance Guarantee

15 Year Colourfast Guarantee

For more information visit
jacobsens.co.nz

The logo for Eternity, featuring the word "Eternity" in a blue script font with an orange flourish at the end.

WARRANTY
PROVIDED BY



Expertise from the floor up

This warranty is effective for
purchases made after
1 February 2019.



The floor you've been searching for

choicesflooring.com

WARRANTY

Studio 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. Studio 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.

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 Studio 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%

WARRANTY PROVIDED BY

