

# warranty information

## RENDEZVOUS - PALON SQUARE OFFERS THE FOLLOWING WARRANTIES:

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

15 YEAR RESIDENTIAL WEAR WARRANTY

15 YEAR STAIN RESISTANCE WARRANTY

15 YEAR COLOURFAST WARRANTY

LIFETIME ANTI-STATIC WARRANTY

For more information visit  
[www.victoriacarpets.com.au](http://www.victoriacarpets.com.au)



WARRANTY  
PROVIDED BY



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



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# warranty information

## RESIDENTIAL WEAR WARRANTY

Victoria Carpets warrants its carpet against pile weight loss by abrasive wear of more than 40% within the period mentioned in the wear warranty label affixed to the sample, from date of delivery, provided it is used in accordance with the Australian Carpet Classification Scheme (ACCS) or manufacturer's rating.

This warranty covers abrasive wear of the surface pile only and does not cover carpet backings.

## COLOURFAST WARRANTY

Victoria Carpets warrants that its carpet will not display a significant change in colour due to exposure to sunlight or atmospheric contaminants for the period mentioned in the warranty label affixed to the sample, from date of delivery or for a period of time not exceeding 200 Xenon Fadeometer hours of such exposure.

## STAIN RESISTANCE WARRANTY

Victoria Carpets warrants that the surface pile of the carpet will resist most household stains for the period mentioned in the warranty label affixed to the sample, from date of delivery when properly installed indoors to Australian Standards.

No carpet is completely stain proof. Stain resistance treatment will increase your ability to clean up stains, not prevent stains.

This warranty specifically excludes: general soiling, discoloration, appearance change due to pile distortion, exposure to substances or contaminants which degrade or destroy synthetic yarn or the colour of the carpet (e.g. bleaches, drain cleaners etc.), very hot liquids, food and beverages containing strong dyes (e.g. mustard, curry, coffee and tea) and staining that becomes permanent due to the failure to carry out care and stain removal procedures as recommended.

Before making a claim under this warranty, you must have attempted to remove the stain by using the recommended cleaning procedures. If the stain removal is not successful you must have the affected area of your carpet professionally steam cleaned. If the affected area remains unsatisfactory you must notify your place of purchase immediately.

## LIFETIME ANTI-STATIC

Unlike other carpets that are protected by topical treatment, synthetic carpet filament is permanently anti-static. Victoria Carpets warrants that its carpet is treated with an anti-static agent providing protection by reducing static build-up for the life of the carpet.

View full terms and conditions at [victoriacarpets.com.au/carpet-care/warranties/](http://victoriacarpets.com.au/carpet-care/warranties/)

WARRANTY PROVIDED BY



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