warranty information

AVENLOCH OFFERS THE FOLLOWING WARRANTIES:

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

15 YEAR COLOURFAST

15 YEAR RESIDENTIAL WEAR

LIFETIME ANTI-STATIC

For more information visit
www.eccarpets.com.au

Eternity

WARRANTY PROVIDED BY

ec EST·1963

This warranty is effective for purchases made after September 2026

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warranty information

15 Year Warranty | Residential Wear

This warranty is given to the original purchaser of the carpet ("you", "your" or "yours") by EC Carpets ("we", "our" or "us"). Our telephone numbers and e-mail addresses appear at the bottom of this page.

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.

This warranty is not transferable, and it is for a period of 10 years from the date of installation.

This warranty only covers the use of the carpet inside a home. It does not cover carpet used in commercial premises.

If the surface pile of the carpet suffers abrasive wear of more than 25% in the warranty period, we will choose whether we will repair the defective or faulty area or supply you with enough replacement carpet to replace the defective or faulty area of the carpet. We will not cover the costs of removing the defective or faulty carpet or installing any replacement. You must arrange for those things to be done at your cost.

This warranty does not cover damage caused by failure to:

- install it in accordance with AS 2455.1 – 2007;
- properly look after; or
- properly maintain it.

This warranty does not cover:

- damage caused by misuse of the carpet;
- carpet on stairs;
- damage caused by neglect or negligence; or
- consequential loss.

If you want to make a claim under this warranty you must contact us in writing stating:

- when you bought the carpet;
- who you bought it from;
- who installed it; and
- details of the alleged fault or defect.

You must also provide us with your contact details and proof of purchase (a receipt of invoice).

We will then contact you and you will need to give us access to the place where the carpet is installed so that we can inspect the alleged fault or defect.

Once we have inspected the carpet, we will tell you whether or not we accept your claim.

The rights given to you under this warranty are in addition to other rights and remedies available to you under the Australian Consumer Law.

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warranty information

15 Year Warranty | Colourfast

This warranty is given to the original purchaser of the carpet ("you", "your" or "yours") by EC Carpets ("we", "our" or "us"). Our telephone numbers and e-mail addresses appear at the bottom of this page.

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.

This warranty is not transferable, and it is for a period of 15 years from the date of installation.

If the colour of the carpet fades by more than 25% in the warranty period, we will choose whether we will repair the defective or faulty area or supply you with enough replacement carpet to replace the defective or faulty area of the carpet. We will not cover the costs of removing the defective or faulty carpet or installing any replacement. You must arrange for those things to be done at your cost.

This warranty does not cover damage caused by failure to:

- install it in accordance with AS 2455.1 – 2007;
- properly look after; or
- properly maintain it.

This warranty does not cover:

- damage caused by misuse of the carpet;
- carpet on stairs;
- damage caused by neglect or negligence; or
- consequential loss.

If you want to make a claim under this warranty you must contact us in writing stating:

- when you bought the carpet;
- who you bought it from;
- who installed it; and
- details of the alleged fault or defect.

You must also provide us with your contact details and proof of purchase (a receipt of invoice).

We will then contact you and you will need to give us access to the place where the carpet is installed so that we can inspect the alleged fault or defect.

Once we have inspected the carpet, we will tell you whether or not we accept your claim.

The rights given to you under this warranty are in addition to other rights and remedies available to you under the Australian Consumer Law.

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warranty information

Lifetime Anti-Static Warranty

This Anti-Static warranty is given to the original purchaser of the carpet ("you", "your" or "yours") by EC Carpets ("we", "our" or "us"). Our telephone numbers and e-mail addresses appear at the bottom of this page.

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.

We warrant that for its useful life, the carpet will have minimal static effect to human beings. Specifically, that means that the mean bulk resistance of the carpet will not rise above 45 Giga-Ohms at 40% humidity and 20 degrees Celsius when tested in accordance with AATCC 134-1996. If the carpet fails, this test we will choose whether we will repair the defective or faulty area or supply you with enough replacement carpet to replace the defective or faulty area of the carpet. We will not cover the costs of removing the defective or faulty carpet or installing any replacement. You must arrange for those things to be done at your cost.

This warranty is not transferable, and it is for the useful life of the carpet. The useful life of the carpet comes to an end when after a period of normal commercial use either:

• the appearance of the carpet has deteriorated to the point where a reasonable person would elect to replace it; or

• the carpet backing breaks down (for example it de-laminates).

This warranty does not cover static effect caused by failure to:

• install the carpet in accordance with AS 2455.1 – 2007;

• properly look after the carpet; or

• properly maintain the carpet.

This warranty does not cover:

• static effect caused by misuse of the carpet;

• static effect caused by neglect or negligence; or

• consequential loss.

If you want to make a claim under this warranty you must contact us in writing stating:

• when you bought the carpet;

• who you bought it from;

• who installed it; and

• details of the static effect.

You must also provide us with your contact details and proof of purchase (a receipt of invoice).

We will then contact you and you will need to give us access to the place where the carpet is installed so that we can inspect the carpet and have it tested.

Once we have inspected and tested the carpet, we will tell you whether or not we accept your claim.

The rights given to you under this warranty are in addition to other rights and remedies available to you under the Australian Consumer Law.

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