

## 10 Year Limited Warranty – Amalfi

**The value covered by the warranty shall be as per the below depreciation table, commencing from installation date, and includes both the carpet, installation, and uplift (if applicable).**

Year 0 -3	100%
Year 3 - 6	60%
Year 6 -10	30%

**SDN Carpet tiles** have a 10 year limited warranty against excessive surface wear and manufacturing defects. “Excessive surface wear” means more than 15% loss of pile fibre weight measured before and after use.

### **Euroflor Warrants the carpet tile against manufacturing defects provided:**

- (1) Proof of purchase must accompany claims along with install dates.
- (2) Limited warranty applies to the original purchaser and the original installation site and is not transferable.
- (3) Carpet tile must be installed by a NZ registered flooring installation contractor to NZ standards.
- (4) The carpet tile has been properly maintained.
- (4) Claims should be made through original retailer.
- (5) Limited warranties do not apply to “seconds”, “off grade” or “clearance line” products.
- (6) No claims will be accepted for batch variation against samples.

### **Warranty Exclusions**

- (1) The Limited Warranty does not apply to cuts, tears or burns, pilling or matting.
- (2) The Limited Warranty does not apply pile-crush or repeated wear from castor chairs.
- (3) Damage caused by watermarking, flooding, or water leakage.
- (4) Damage caused by heavy foot traffic, scuff damage on stairs or entryways.
- (5) Damage caused by fading due to prolonged exposure to sun light.
- (6) Damage from moving appliances without adequate protection.
- (7) Damage due to lack of protection under heavy furniture.
- (8) Damage from fire.
- (9) Damage from pets, or from any other natural disaster.
- (10) The Limited Warranties does not cover conditions or defects caused by improper installation, the use of improper adhesives or inadequate or improper sub-floor preparation.
- (11) The Limited Warranty does not cover construction related damage.

### **Caring for your carpet tile**

- (1) Regular weekly vacuuming particularly high traffic area's
- (2) Fast action for any spills to avoid saturation of the stain in to the carpet fibres, remove any solids, followed by blotting any liquids with a white cloth or paper towel
- (3) Professionally cleaned by hot water (or similar) extraction every 2yrs – proof must be supplied to validate warranty.

## Remedies available to you

If your SDN carpet tile fails to perform as stated in the applicable limited warranty, Euroflor will, at its option:

- (i) repair without charge the affected area to conform to the warranty or;
- (ii) replace the carpet tile without charge with a floor covering of equal value and /or quality, subject to the depreciation table (if applicable), or
- (iii) credit the Retailer their original purchase price of the carpet tile plus allowance for uplift and relay, subject to the depreciation table (if applicable).

Please refer to our website [www.euroflor.nz](http://www.euroflor.nz) for further information and carpet care instructions.