

10 Year Limited Warranty – Tavola

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 for further information and carpet care instructions.