

Expressions Needlepunch Sheet and Tile Carpet Warranty Certificate

1st January 2017 v.1.0


EXPRESSIONS
NEEDLE PUNCH CARPET
and TILES

Lifestyle® COLLECTION

Consumer Products

Checkmate, Pier 28, Boardwalk, Cloud 9, Stinga, Superliner,

Scope

Covered by this warranty are all the floor coverings in the Expressions Needlepunch range intended for residential or commercial use according to individual product ratings and specifications. Marked specifically in a way committing Expressions Needlepunch.

Validity Period

The warranty duration i.e. 2 yrs. 3 yrs., 5 yrs. and 10 yrs., varies according to the product, their qualities, the profiles produced and the use recommended by Expressions Needlepunch Carpets.

The start of the guarantee is at the date of purchase for the covering by the consumer, shown on an invoice produced by the retailer, clearly mentioning the reference and the selection of the covering properties.

Warranty

The only coverings sheet guaranteed are those classified as perfects and used according to the state of art and Expressions Needlepunch specifications (a note is attached to this document), and this applies to rooms for domestic/commercial use according to individual products specifications and ratings.

The Following Criteria are Covered by the Expressions Needlepunch Warranty

- Apparent defects, indicated to Expressions Needlepunch or to the retailer prior to laying, such as, appearance defects, structural defects, pile defects, indelible stains, defects on the backing; and
- Manufacturing defects, indicated to Expressions Needlepunch or to the retailer during the warranty period, causing after a time an abnormal change such as early wear i.e. beginning of the pattern legibility loss.

The Following Criteria are Covered Excluded from the Podium Warranty

1. Products sold in a quality other than perfects;
2. Defects caused by an installation which is not according to laying instructions specified by the manufacturer or Australian Standards AS 2455.1.2007 (textile floor coverings installation practice);
3. Mishandled or unsuitably stored products or products subjected to a use other than domestic use;
4. Products damaged during transportation outside Expressions Needlepunch responsibility or in any other way outside Expressions Needlepunch responsibility;
5. Products which are cut or laid with an apparent defect;
6. Products having been unsuitably maintained, in a way not complying with the maintenance instructions specified by Expressions Needlepunch;
7. Differences in colour, shade and structure between the products sold and the pictures or samples and, in the case of purchasing contracts, differences in manufacturing, including colour differences between different production batches;
8. Damages caused by stains, burns, cuts, grooves, friction, accidental indentations, loss of colour caused by carpet backs, painted surfaces, yellowing related to an external product i.e. asphalt, tar, etc.;
9. Damages caused by unprotected legs of tables and chairs;
10. Damages caused by chairs etc. with castor wheel where a suitable protective chair mat hasn't been used;
11. Defects and damages caused by circumstances outside Expressions Needlepunch control; and

12. Pattern Match Variation. Patterned carpets are produced to a specification and within the normal tolerances for broadloom carpet. Purchasers, retailers and installers should be aware that special attention to pattern matching will be required during installation to ensure pattern continuity, particularly where the installation is of multiple widths.

The salvage of certain carpets may need to be trimmer up to 5% of the original width to achieve a successful join, as the product is a textile and can be subject to variations.

Conditions of Application

Any defect shall be indicated to Expressions Needlepunch or the retailer immediately after it is found. The defect shall be acknowledged after examination of the covering by a Expressions Needlepunch representative or a duly qualified authorised agent.

Expressions Needlepunch reserve their right to require a sampling showing the defect found in order to analyse it in their laboratories.

Conditions of Compensation

For any defect found on a product covered by the Expressions Needlepunch warranty and conforming to the criteria of cover and application, and further to the file being accepted by Expressions Needlepunch, compensation shall be granted.

Such compensation covers the purchase price for the covering, excluding the taking up cost, the installation dismantling cost i.e. partitions, furniture, etc..

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The cost of laying, and of material used for laying, glue, skirting board etc., is broken down into the following indoor and outdoor warranty periods.

Indoor

For 10 years

- ≤ 2 years* = 100%^Δ
- ≤ 4 years = 75%
- ≤ 7 years = 50%
- ≤ 10 years = 20%

For 5 years

- ≤ 2 years = 80%
- ≤ 3 years = 60%
- ≤ 4 years = 40%
- ≤ 5 years = 20%

For 3 years

- ≤ 1 years = 100%
- ≤ 2 years = 60%
- ≤ 3 years = 20%

Outdoor

For 2 years

- ≤ 1 years = 100%
- ≤ 2 years = 60%

Any claim under this warranty must be made within the above stated years of the date of purchase of the product. To make a claim under warranty, take the product (with proof of purchase) to the store where you purchased the product or contact Expressions Needlepunch.

Expressions Needlepunch will pay your reasonable direct expenses of claiming under this warranty. You may submit details and proof of your claim to Expressions Needlepunch for consideration.

This warranty is provided in addition to the other rights and remedies you may have under law; our goods come with guarantees which cannot be excluded under the Australian Consumer Law.

You are entitled to replacement or refund for a major failure and 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 given by **Vandyck Carpets**.

Expressions Needlepunch Carpets are distributed in Australia by

PR Floors Pty. Ltd.

ABN 44 009 964 658

21 Computer Road,
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* Period after the product was laid,

^Δ Percentage of the reimbursement cost for the affected area.

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