



Manufacturing Warranty

All Carpetmill carpets are covered by a warranty against **manufacturing defects**.
and retain **at least 90%* of its pile fibre** for the duration of the applicable warranty period listed below.

15 Year Warranty: Casa Bella 4kg, Casa Bella 5kg, Casa Bella 7kg, Casa Bella 9kg, Valenciana 4kg, Valenciana 5kg, Valenciana 7kg, Valenciana 9kg, Cadrona, Sintra, Luna 6kg, Luna 8kg, Vitality 5kg, Vitality 8kg, Galaxy 4.5kg, Galaxy 6.8kg

10 Year Warranty: Casa Bella 3kg, Valenciana 3kg, Naples, Galaxy 3.5kg

Warranty Conditions

This warranty applies provided that the carpet:

- Is regularly maintained and vacuumed
- Is protected from prolonged exposure to strong sunlight
- Is used under normal residential wear conditions

Carpet Appearance Expectations

Carpet is a textile product and may show natural appearance characteristics depending on its construction.

Cut pile carpets may show shading or tracking where the pile moves under foot traffic.

Short, dense 2-ply carpets generally show less shading and tracking than longer, more loose piles.

Velour (plush) piles are designed to shade and create a luxurious visual effect as the pile moves.

Loop pile carpets typically show less visible tracking and shading than cut pile constructions.

These characteristics are normal features of carpet and are not manufacturing defects.

Fibre and Construction Information

High-quality carpets are typically made using 2-ply yarn in a tight, dense construction.

Recommended fibres include:

- 100% Solution Dyed Nylon (SDN)
- 100% Wool

*Please note wool carpets are subject to higher degrees of fibre shedding than other recommended products

Carpet Mill does not recommend wool blends, cut pile polypropylene, cut pile polyester, or acrylic carpets, as these fibres are often used to reduce cost rather than improve performance.

Carpet Care and Maintenance

Regular maintenance will help keep your carpet looking its best and extend its life.

Vacuum regularly, including low-traffic areas such as behind beds and doors.

Use a turbo head attachment:

- Every 2 months for loop pile carpets
- Every 4 months for cut pile carpets

This helps remove loose fibres and maintain the carpet's appearance. Using a good quality vacuum cleaner is recommended.

Wool Carpets and Carpet Beetle

While all Woolmark carpets are resistant to moths and carpet beetles, they can still be damaged by them. Regular vacuum cleaning will help prevent damage. Spraying the edges with carpet and bedding spray is strongly recommended (available from the supermarket in the pet department). Synthetic fibres are not affected by carpet beetle.

Additional Information

Sunlight: Strong sunlight may fade carpets, fabrics, and furniture over time. Solution-dyed fibres offer greater fade resistance.

Castor Chairs: Carpet used without appropriate protection under castor chairs may void the warranty.

Seams and Joins: Slight seam peaking can occur naturally during installation. Certain lighting conditions may make this more noticeable.

Colour Variation: Carpets may vary slightly in colour or texture between dye lots or samples.

Installation Warranty: If Carpet Mill provides the installation service, the installation workmanship is warranted for the same duration as the carpet warranty.

Carpet join plans are available upon request.

Warranty Remedy

If a manufacturing defect is identified during the warranty period, Carpet Mill will, at its discretion:

1. Repair the carpet, or
2. Replace the affected product

Repairs or replacement will be carried out at no cost to the customer, with minimal inconvenience wherever possible.

Depreciation will be calculated from the date of installation & is as follows:

15 Year Warranty		10 Year Warranty	
Years 1-3	100%	Year 1-2	100%
Years 4-6	70%	Year 3-4	70%
Years 7-9	40%	Year 5-6	40%
Years 10-12	20%	Year 7-8	20%
Years 13-15	10%	Year 9-10	10%

Consumer Guarantees

As a New Zealand manufacturer and retailer, Carpet Mill recognises and complies with all consumer rights under the Consumer Guarantees Act 1993 (CGA).

Care Guide

For care instructions & stain guide please scan.

