



Carpet Mill Warranty

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ALL CARPETS ARE WARRANTED AGAINST MANUFACTURING DEFECTS

The carpet should provide satisfactory wear, and be free from manufacturing defects for the years as stated below. The carpet will retain at least 90% of its pile fibre for the years as stated 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.

10 Year Warranty: Cornwell, Charisma, Dublin, Casa Bella 3kg, Valenciana 3kg, Naples.

8 Year Warranty: Lisbon, Edinburgh, Twill Special.

Subject to:

Regular maintenance, protection from strong sunlight and normal wear and tear.

The Remedy:

All faulty products will either be replaced, or repaired at no cost, and with a minimum of inconvenience to the customer.

Expectation:

The more you can move the pile with your hand the more the carpet will show the difference where you walk and where you don't. All cut pile carpets will shade and track. However, a 2 ply short and dense pile will shade and track a lot less than a long loose pile.

A velour (plush) pile is designed to shade. This is a feature of the carpet if a luxury look is required. As the plush pile continuously moves it will disguise tracking as it creates a velour design.

Loop pile constructions do not show tracking and shading the same as cut pile constructions do.

You need to know:

The best carpets are made from a 2 ply yarn and are of a short and tight construction, either 100% wool, or 100% SDN (fibre used in our Cadrona, Valenciana and Casa Bella ranges) is best. We do not recommend wool blends, cut pile polypropylene, cut pile polyester or any product made from acrylic. Wool blends and alternate fibres are a way to make carpet cheaper, not better.

Regular maintenance to keep your carpet looking better for longer:

Vacuum all of your carpet regularly, including behind beds, doors etc. We recommend that you use a 'turbo head' on loop pile carpet once every 2 months and on a cut pile

every 4 months. This ensures that all the spare fibre is removed. It is important to use a good vacuum cleaner.

Wool Carpets and Carpet Beetles:

While all Woolmark carpets are resistant against 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 effected by carpet beetle.

Strong sunlight will fade carpets, fabrics and furniture. Solution dyed fibres are more resistant than others.

Carpets not protected from castor chairs will be void of warranties.

Peaking joins are a natural occurrence in your installation. Certain light falls can accentuate this giving a sand dune effect. This may be perceived as a colour variation on the join.

Like other fabrics, carpets will vary in colour and/or texture from dye-lot to dye-lot and from the supplied sample.

If we are providing an installation service for you, Carpet Mill warrants the installation for the time period equal to your carpet warranty.

Join plans are always available on request.

As a New Zealand manufacturer and retailer, we endorse and recognise all rights of the consumer under the Consumer Guarantees Act 1993 (the "CGA")