

information  
warranty

HARTSVILLE  
OFFERS THE FOLLOWING  
WARRANTIES:

Your selected flooring will be covered  
by one or more of the below warranties.

15 YEAR RESIDENTIAL WEAR

15 YEAR STAIN RESISTANCE

15 YEAR COLOURFASTNESS

15 YEAR INSECT RESISTANCE

For more information visit  
[www.victoriacarpets.com.au](http://www.victoriacarpets.com.au)



WARRANTY  
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**RESIDENTIAL WEAR WARRANTY**

Abrasive wear refers to actual fibre loss from the pile of the carpet and does not cover appearance characteristics such as pile flattening or matting (refer to appearance retention in Carpet Characteristics section).

Victoria Carpets warrants its carpet against pile weight loss by wear of more than 10% within the period mentioned in the wear warranty label affixed to the sample, from date of delivery, provided it is used in accordance with the Australian Carpet Classification Scheme (ACCS) or manufacturer's rating and the terms outlined in the General Warranty Conditions. This warranty covers wear of the surface pile only and does not cover carpet backings.

**STAIN RESISTANCE WARRANTY**

Victoria Carpets warrants that the surface pile of carpet will resist most household stains - for the period mentioned in the warranty label affixed to the sample - from date of delivery, when properly installed indoors to Australian Standards and in accordance with the terms outlined in the General Warranty Conditions. No carpet is completely stain proof.

This warranty specifically excludes: general soiling, discoloration, appearance change due to pile distortion, exposure to substances or contaminants which degrade or destroy wool yarn or the colour of the carpet (e.g., bleaches, drain cleaners etc.), very hot liquids, food and beverages containing strong dyes (e.g., mustard, curry, coffee, and tea), hair dye, urine, faeces and vomit (human and animal), and staining that becomes permanent due to the failure to carry out care and stain removal procedures as recommended.

Before making a claim under this warranty, you must have attempted to remove the stain by using the recommended cleaning procedures. If the stain removal is not successful you must have the affected area of your carpet professionally steam-cleaned (hot water extraction). If the affected area remains unsatisfactory you must notify your place of purchase immediately. You must be able to provide proof of purchase and proof that professional steam cleaning (hot water extraction) has been undertaken.

You must permit Victoria Carpets access to the installed carpet in order to remove the stain. If, under testing and analysis performed by Victoria Carpets, the tested carpet or the cleaned area is found to have a rating of 4 or less under the Red 40 Stain Scale when tested according to the American Association of Textile Chemists and Colourists (AATCC) Test Method 175, Victoria Carpets will compensate the purchaser as per the terms outlined in the section Making a Claim. If the stain is removed as warranted, all stain removal costs will be responsibility of the purchaser.

**COLOURFASTNESS WARRANTY**

Victoria Carpets warrants that its carpet will not display a significant change in colour due to exposure to sunlight or atmospheric contaminants - for the period mentioned in the warranty label affixed to the sample - from date of delivery or for a period of time not exceeding 200 Xenon Fadeometer hours of such exposure.

Other external factors such as first fade, or spills of domestic chemicals may cause carpets to change colour. Fading can also occur due to prolonged exposure to direct sunlight which can break down the fibres and construction of carpet, which is not covered by this warranty. The use of window furnishings such as curtains, blinds, shutters, or window tinting will deter this from happening.

To make a claim under this warranty, you must notify your place of purchase, provide proof of purchase, and provide non-returnable samples of the carpet for testing. If, under testing performed by Victoria Carpets, the carpet is found to have a rating of 4 or less under the Blue Scale, when tested in accordance with ISO Test Method 105 B02, Victoria Carpets will compensate the purchaser as per the terms outlined in the section Making a Claim.

**INSECT RESISTANCE WARRANTY**

Victoria Carpets guarantees its carpets against insect infestation for the period mentioned in the warranty label affixed to the sample, from date of delivery, if the carpet was installed and maintained as set below and in accordance with the terms outlined in the General Warranty Conditions.

Victoria Carpets states that its wool and wool blend carpets have been treated for insect and moth resistance. The treatment is inserted in the fibre and needs to be consumed by the insect to have an effect, resulting in some fibre loss. The treatment does not discourage insects from entering your home. In some regions, these insects have also built immunity against these treatments.

The warranty is conditional on the carpet being properly maintained and vacuumed. Regular vacuuming, with additional care around skirtings, under infrequently moved furniture like beds, and in corners will dissuade insects and will expose any infestation at an early stage.

If the infestation is mild, the area should be thoroughly vacuumed and treated with insecticidal aerosol spray or powder as per the manufacturer's instructions. It is recommended that you contact a professional pest controller if you have a significant infestation or if the initial treatment fails.

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