

information  
warranty

TORRANCE  
OFFERS THE FOLLOWING  
WARRANTIES:

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

20 Year Residential Wear Warranty

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

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THE HARLOW  
COLLECTION

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WARRANTY  
PROVIDED BY

*Signature*<sup>®</sup>  
signaturefloors

This warranty is effective for  
purchases made after  
September 2017.

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# warranty

## WARRANTY

### General Warranty Conditions

Consumer rights remain in effect in addition to this warranty. Carpet flooring warranties are extended to the original purchaser of the carpet and non transferable. The warranty is solely for the domestic use of the product. The warranty only applies to first quality products and is not applicable to products sold as seconds, irregulars, short lengths or used. Products must be properly installed in accordance with the current AS/NZS 2455.1. Products also require routine maintenance, and should be properly maintained in accordance to the recommendations outlined by Signature Floors Carpet Care and Warranty Guide. Failure to appropriately install the product and to provide such care could void all or part of the warranty coverage.

The manufacturer excludes and will not pay consequential or incidental damages under these warranties. This includes any loss, expense or damage other than to the product itself that may result from a defect in the product, including without limitation, mileage, movement of furniture, delivery delays, additional handling and labour as a consequence of modifications to the original product.

### The Warranty does NOT Cover:

- Product installed outdoors or in garages
- Carpet layed on stairs
- Any defects due to improper installation including sub-floor imperfections
- Damage to product caused by improper maintenance, application of improper cleaning agents, methods, mishaps or inadequate care
- Damage to the product caused by burns, wheel and castor traffic, tears, pet abuse or furniture depressions
- Damage caused by stiletto heels or gouging from heavy sharp objects
- Abuse by any athletic equipment such as roller skates, golf shoes or gym equipment
- Changes in product colour or fading or other discolouration resulting from external causes such as spills of dyes or chemicals, other non food or non beverage substances, or atmospheric or chemical influences
- Damage resulting from accidents, abuse (being any use considered unreasonable given the normal and expected use of the product in a residence) or abnormal wear (soiling, burning, flooding, cutting, pet damage, smoke etc) or from wetting or persistence of excessive moisture or exposure to very hot substances
- Any product which has been treated after installation with any protective material or defects, or damage due to application of any topical treatments (including fungicides, bactericides, biocide, anti-statics, stain resists, some cleaning agents etc) which has adversely affected the attributes of the product
- Normal or minor difference between colour and texture of samples and the installed product

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**What the Manufacturer will do if your Carpet Fails to Perform**

This warranty is in addition to and does not affect your statutory rights. Our goods come with guarantees that cannot be excluded under the Australian Consumer Law / NZ Consumer Guarantees Act 1993. The law states, pursuant to schedule 2 of the competition and consumer Act (CCA) that "our goods come with guarantees that cannot be excluded under the Australian Consumer Law / NZ Consumer Guarantees Act 1993. You are entitled to a replacement or refund for a major failure and compensation for any reasonably foreseeable loss or damage. You are entitled to have the goods repaired, replaced, refunded or be offered an allowance or arrange a credit equal to the cost of the material only in the affected area if the goods fail to be of acceptable quality and the failure does not amount to a major failure." The credit will apply only to carpet of the same or comparable quality depreciated as set out right.

**Consumer Obligations**

In order to maintain and protect your coverage under the terms of this warranty, you must:

- Keep proof of purchase in the form of a receipt, bill, invoice or statement from the retailer, showing the price you paid for the Carpet flooring, together with proof of installation date
- Have your Carpet installed in accordance with Australian Standard AS/NZS 2455.1, and otherwise in accordance with the guidelines set out in this brochure
- Maintain your Carpet flooring with regular care and cleaning

**Wear Warranty**

Signature Floors depreciative warranty applies to wear. Signature Floors warrants that the surface pile of your Carpet, given normal domestic wear, will not abrasively wear more than 10% following on from the original installation. Abrasive wear means fibre-loss from the carpet through normal abrasion, not from crushing or flattening of the Carpet pile in any area, or from staining, soiling, fading or other changes in Carpet appearance. Also specifically excluded from this warranty, are exclusions as set out in the General Warranty Conditions.

**Stain Warranty**

Signature Floors depreciative warranty applies to stain warranties. Provided that the cleaning instruction in this document is followed at the time stains occur.

Signature Floors warrants that it will repair and / or replace, at its expense, any affected portion of your Carpet if the surface pile in any area doesn't resist staining by spills of most household food and beverages after being treated accordingly. If identical carpet is not available, the consumer may choose from a selection of carpeting of comparable quality and colours.

Various stains are excluded from this warranty including stains due to the following:

- Non food & beverage stains eg hair dyes, pet stains, cosmetics, shoe and furniture polish, paints
- Chemicals \* eg: bleaches, drain cleaners, plant food, chlorine, acids, strong alkali & insecticides
- Strongly coloured natural disperse dyes eg mustard & tea

- Baller or Flowers

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\* Chemicals – exercise extreme caution with all bleaches, tile cleaners, mildew removers, oven cleaners, drain openers, plant food and the like. They are strong chemicals that permanently discolour or dissolve Carpets. This warranty excludes discolouration due to general soiling and / or colour change. Also excluded is Carpet which has been put to commercial or non-owner occupied residential use. If it is determined that no significant staining has occurred, Signature Floors reserve the right to deny the claim. This warranty is issued only to the first retail purchaser and is non-transferable. This warranty covers stains only and not soiling. Specifically excluded from this warranty, are exclusions as set out in the General Warranty Conditions.

### **Fade Warranty**

Signature Floors depreciative warranty is applied to fade warranties.

Signature Floors warrants that the colour of your Carpet is warranted to achieve a rating of not less than five (5) units of measure, due to exposure to sunlight from the date of the original installation, when tested by a NATA approved textile testing laboratory against International Organisation for Standardization ISO 105-B02-1994 Colour Fastness to Light Xenon Arc Method 1.

### **Wear Warranty**

Signature Floors depreciative warranty applies to wear. Signature Floors warrants that the surface pile of your Carpet given normal domestic wear, will not abrasively wear more than 10% following on from the original installation.

Abrasive wear means fibre-loss from the Carpet through normal abrasion, not from crushing or flattening of the Carpet pile in any area, or from staining, soiling, fading or other changes in Carpet appearance. Also specifically excluded from this warranty, are exclusions as set out in the General Warranty Conditions.

### **Making a Claim**

If you consider that your Carpet is failing to perform in accordance with these warranties or your consumer rights, please notify your flooring retailer to arrange on an on-site inspection of the installation. It will be of assistance to describe the specific problem, the date of installation and where possible, include a copy of your invoice. The retailer will take appropriate action, including notifying the manufacturer if necessary.

### **Warranty Definition**

This is a diminishing warranty, which means that – when a warranty claim is submitted – equal incremental annual reductions in line with the term of the warranty is applied.

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