

information
warranty

DENHAM COAST
OFFERS THE FOLLOWING
WARRANTIES:

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

Lifetime Antistatic Warranty

7 years Residential Abrasion Wear Warranty

New Zealand Consumer Guarantees Act 1993



WARRANTY
PROVIDED BY

Jacobsen[®]

This warranty is effective for
purchases made after
June 2022



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warranty

Warranty

Jacobsen Polypropylene carpets are covered by the NZ Consumer Guarantees Act 1993. Jacobsen endorse and recognise all rights of the consumer under the Consumer Guarantees Act. Therefore the carpet must be fit for purpose and free of manufacturing defects.

Polypropylene carpets are designed and are suitable for Heavy Duty use in private residential homes. General wear and tear should be expected and is excluded from this warranty.

No carpet is completely stain proof. Stain resistance treatment will increase your ability to clean up stains, not prevent stains.

This warranty expressly excludes and does not extend warranty coverage to any of the substances or causes of damage identified below:

- Appearance retention
- General wear and tear
- Failure to follow the care and stain removal procedures contained in the maintenance guide.
- All non-food and non-beverage substances.
- Food and beverages which contain dyes (e.g. curry, soy sauce and mustard).
- Extremely hot liquids.
- Substances which destroy or change the colour of the carpet (e.g. food colouring, bleaches, drain cleaners, plant food, very strong dyes, acids, faeces, urine, vomit and pet stains).
- Soiling in traffic areas such as stairs and staining which becomes permanent due to the failure to carry out the care and stain removal procedures contained in this guide.

Features and Benefits

- Affordable
- Stain resistant and will not absorb moisture
- Colourfast and fade resistant
- Organic texture for contemporary interiors.

To qualify, the carpet must have been first grade, installed professionally and the claim must be made by the original purchaser.

You must have attempted to clean the stain using the recommended guidelines. If the affected area remains unsatisfactory after using these cleaning procedures, then have the affected area professionally cleaned. If the affected area is still unsatisfactory after professional cleaning then you must, within 30 days, make a claim to the retailer you purchased the carpet from.

For the expected life of your carpet Jacobsen Polypropylene carpet will not generate static greater than 3.5 kilovolts.

Warranty Replacement Value

If your carpet has been determined as unable to be repaired, we will offer replacement of a new carpet of the same or comparable type available through Jacobsen.

Like any asset, the value of your carpet also depreciates over time and with wear. Our warranty allows for the following depreciation table to determine the value of replacement materials:

- 1 - 3 Years 100%
- 3 - 5 Years 50%
- 7 Years 10%

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7 Year Limited Abrasion Wear Warranty

This carpet carries a limited Wear Warranty by Jacobsen for residential indoor use. The warranty is conditional on the carpet being installed according to AS/NZS 2455.1:2007 'Textile Floor Coverings Laying Practice' and maintained according to AS/NZS 3733:1995 'Cleaning Maintenance of Residential and Commercial Carpeting',

The carpet is warranted that loss of pile mass through abrasive wear will not exceed 10% in any area except stairs. Jacobsen will repair any area of the carpet that does not perform as warranted. If repair cannot be reasonably made, we will replace the affected area or reimburse the original purchaser according to the terms set forth under the 'General Terms and Conditions' of these warranties.

The wear warranty carries a limited warranty on abrasive wear and is not a warranty for matting, crushing, watermarking or appearance retention.

All carpets will mat or crush to some degree, simply because carpet, as a floor covering, is subjected to very high dynamic pressure as people walk on the carpet surface. However, such conditions do not constitute loss in face fibre weight. In addition, this warranty excludes such things as installation, backing, damage due to improper cleaning agents or methods, lack of protection under roller castor chairs, carts with wheels, tears, pulls, cuts, pilling, burns, matting, staining, crushing, pet damage, or damage caused by accidents or improper use or damage due to abuse by any athletic equipment such as roller skates, ski boots or golf shoes.

Lifetime Anti Static Wear Warranty

This carpet carries a lifetime Anti Static Warranty for residential indoor use. The Warranty is conditional on the carpet being maintained according to AS/NZS 3733:1995 'Cleaning Maintenance of Residential and Commercial Carpeting' and Jacobsen maintenance guidelines. If the carpet generates a Static Electric Charge greater than 3.5kV during the warranted period of service, the affected area will be replaced with the same carpet or one of equivalent quality, at the discretion of Jacobsen, at our expense, excluding installation.

Note: Static related shocks become perceptible above 3kV, they become objectionable above 5kV. The Warranty applies only to carpet and does not extend to installation, backing, underlay, damage due to improper cleaning agents or methods or misuse.

All above warranties are pro rata based on the applicable product warranty period of service. Jacobsen reserves the right to inspect and test all carpet which is the subject of a claim and also to nominate their own professional cleaner. The Warranty is only valid to the original purchaser.

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