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Standard Carpets

Warranty Guide



Standard Carpets are manufactured under an environmental quality system certified and complying with ISO 14001 by an accredited certification body.



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Standard Carpets 5, 10 and 15 Year Wear Warranty

Which Carpets are covered?

All broadloom carpets manufactured by standard Carpets and sold in Australia carry a 5, 10 or a 15 year warranty. The warranty label is affixed at the back of each store sample. For detailed queries, please don't hesitate to consult your retailer. Performance of each carpet will depend on the type of fiber or face cloth used during production. The more durable the yarn, the longer the warranty period of the carpet.

Who is covered?

The warranty covers the original purchaser of the carpet for indoor residential use only. The warranty is not transferrable and is subject to general warranty exclusions.

What is covered?

The warranty guarantees that the carpet will only lose about 10% of the surface pile weight from abrasion within the applicable warranty period. Abrasion can arise from day to day indoor activities such as walking, moving furniture, cleaning, etc. Crushing (flattening of the carpet pile), staining and soiling are not covered under the abrasive warranty. Crushing can occur from foot traffic or from heavy furniture. Staining and soiling are also not covered under the abrasion but can be taken care of by going through our cleaning and maintenance guide.

What happens if the carpet fails to perform?

As long as the carpet has been installed in accordance with AS/NZS 2455.1 (Textile Floor Covering Installation practice), Standard Carpets will offer to repair, offer an allowance, or offer a credit to cover the cost of repair or material only to the affected area. The credit will apply to new carpets of the same or equivalent quality and will be passed to your retailer.

Standard Carpets exclude and will not pay consequential or incidental damages under these warranties. Translation: any loss, overhead incurred or damage other than to the carpet itself that may result from a defect in the carpet, including without limitation, mileage, movement of furniture, delivery delays, extra handling and labour involved in bordering or sculpturing.

Exclusions Under the Standard Carpets Warranty Guide:

- ❖ Problems arising from improper installation or by the failure of or non-usage of underlay
- ❖ Carpets installed outdoors
- ❖ Carpets installed or used in any non-residential and non-owner occupied premises
- ❖ Damage or aesthetic problems resulting from wrapping carpet around nosings of stairs

- ❖ Carpet which has been treated after installation with any shielding material, defects or damage due to application of any surface treatments (including fungicides, bactericides, biocides, anti-statics, stain resists, some cleaning agents etc.) which has affected negatively the soil resistance, stain resistance and other attributes of the Stanlon Solution Dyed fibers.
- ❖ Damage caused by household pets
- ❖ Damage caused by castor chairs without protection mats
- ❖ The Warranty does not cover defects that may arise from flooding or the presence of excess moisture
- ❖ Permanent Pile Reversal (Please ask you retailer for a detailed explanation)
- ❖ Carpet that has not been maintained in accordance with the cleaning and maintenance guide provided by Standard Carpets
- ❖ Minor color variation in dye lots which may or may not be visibly apparent between the sample and the carpet installed
- ❖ If your new or replacement carpet has been discontinued by Standard Carpets

Color Fastness Guaranty:

Standard Carpets guarantees that the yarn has been UV stabilized, however Australia and New Zealand have some of the harshest UV conditions in the world. Standard Carpets recommends that curtains/blinds be installed on all windows/doors that allow direct sunlight onto your carpet.

Antistatic Protection:

Fibers used by Standard Carpets have been treated with anti-static agents that prevent the buildup of static charge. Carpets have been tested in accordance with ISO 6356.

Home Owner Obligations:

- ❖ Keep the original bill or receipt which shows the proof of purchase of the carpet from the retailer with the installation charges
- ❖ Have the carpet installed in accordance with AS/NZS 2455.1
- ❖ Maintain and clean your carpet by following the cleaning and maintenance guide
- ❖ When steam cleaning is carried out, it must be done by a professional in accordance with AS/NZS 3733-1995. Depending on the level of traffic, steam cleaning is required atleast once a year or may be required more frequently if soiling is more frequently introduced

How to make a claim?

Should you feel that the carpet is failing to perform as per the terms and conditions in this warranty guide, please contact your retailer in writing. Your retailer will ask for the original bill together with the proof of professional installation. If alteration has been made to the carpet, your retailer will also ask you to present a proof of it being done professionally. Rest assured, your retailer will attend to your problems in a timely and proficient manner.