



# Brintons

## CARPET WARRANTY

Date

This document contains warranty and wears guidelines for Brintons Residential carpet when installed for residential use on a suitable underlay. Any supply of carpet by Brintons Pty Limited (**Brintons**) to you is subject to the terms and conditions contained in Brintons' terms and conditions of supply.

### **Quality Specification**

BRINTONS RESIDENTIAL CARPET

### **Warranty Period**

15 Years

Brintons warrants that from the date of installation and for a period of the Estimated Wear Life specified above (**Warranty Period**), our carpets will be free from defects arising from faulty manufacture or the use of faulty materials. The carpets will conform to the quality standards and performance specifications relating to the Quality Specification referred to above if installed in the prescribed location. If requested, Brintons can provide additional details regarding how the Quality Specification is assessed.

Brintons is an ISO 9001 2008 registered company for Quality Assurance, with procedures covering all aspects of carpet quality.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

### **Making a Claim**

In the event of a complaint arising during the Warranty Period that can be shown to relate to a manufacturing fault, or the use of faulty materials in our carpets, then you may contact Brintons by:

1. Sending a letter describing the nature of the complaint to Unit 19, Level 1, 75 Lorimer Street, Docklands VIC 3008. Freecall: 1800 332 694; or
2. Sending an email describing the nature of the complaint to [enquiries@brintons.com.au](mailto:enquiries@brintons.com.au)

Any complaint must include your contact details and any invoice details for the purchase of any carpet under this warranty to allow Brintons to contact you regarding your claim. If the carpet has been installed, then proof of installation including details of installation date and installation method must also be provided to Brintons.

### Assessing a Claim

Once any claim is made, Brintons will arrange a mutually convenient time to inspect the installed carpet to assess that claim.

If, after inspection, Brintons determines that the nature of the particular complaint is covered by this warranty, then Brintons will, at its discretion:

- repair that portion of the carpet that is found to be faulty, including bearing any installation costs for that repair; or
- replace that portion of the carpet that is found to be faulty, including bearing any installation costs for that replacement; or
- compensate you on the basis of the following formula:

$$\text{Compensation} = \text{PP} \times \frac{(\text{WP} - \text{PI})}{\text{WP}} \times \frac{\text{AA}}{\text{AI}}$$

Where:

PP = purchase price of the carpet

WP = warranty period (in months)

PI = period that the carpet has been installed (rounded to the nearest whole month)

AA = area of carpet affected

AI = area of carpet installed

### Excluded from this warranty

This warranty does not cover:

- tears, burns, pulls, cuts, or damage caused by improper transportation, handling or use or by furniture, including castor wheels;
- permanent pile reversal, referred to as 'pooling' or 'watermarking';
- conditions associated with general wear and tear experienced during the lifetime of the carpet;
- issues related to poor maintenance and care;
- carpet which has been treated with any topical treatments (such as stain protection, anti-static, anti bacterial) by anyone other than Brintons;
- carpets that have not been installed in accordance with "AS/NZS 2455.1 Textile Floor Coverings – Installation practice – General" as amended from time to time;
- issues related to the use of inappropriate underlay and/or failure in the underlay;
- visual differences between any initial sample provided and the installed carpet. However, if any concern arises, Brintons will assess those concerns in accordance with its colour match tolerances.

### Pre-Condition for this Warranty

This warranty shall apply only to carpets that have been installed in accordance with the standard "AS/NZS 2455.1 Textile Floor Coverings – Installation practice – General" as amended from time to time and maintained in accordance with the Brintons cleaning and maintenance recommendations provided to you by Brintons.



Charles De Luca  
Financial Controller