

# Yours WEAR WARRANTY GUARANTEE

LOVE STORY

STAINFREE

WILTON ROYAL

CARPET TILES



#### The Guarantee

We warrant to replace, free of charge, any carpet covered by this guarantee which fails to meet the wear characteristics outlined in this warranty.

All our products are manufactured to exacting raw material and production specifications which gives us the confidence to offer this warranty, giving peace of mind to our customer.

“Wear” in relation to the terms of this warranty is the wearing of the pile surface through the backing under normal conditions of domestic use; where an area of the backing of approximately 10cms diameter is visible.

Our Sales team are fully trained in the handling of any warranty issues and support in any maintenance and service issues so help is just a phone call away!

#### General conditions;

1. The wear warranty relates to normal indoor use installed in a single family domestic residence.
2. All carpet covered by the warranty must be installed in a single family domestic residence.
3. The carpet must be regularly maintained with regular vacuum cleaning (at least weekly) and must be professionally cleaned at least once every 2 years from date of purchase and recorded evidence kept.
4. The warranty is specific to the original user and is not transferable.
5. The warranty is specific to the wearing out of the pile surface through to the backing. Whilst we construct our product to be suitable for a wide variety of applications, we cannot warrant against change of surface appearance whilst in general use.

#### All you need to do.

1. Please retain proof of purchase.
2. Maintain the carpet in accordance with the general conditions.
3. Ideally retain an unused offcut (whilst this is not a condition of the warranty, it will help us to determine if any manufacturing defect was present).
4. In the event of a warranty issue or claim, simply call the Abingdon Flooring Sales team on 01274 655 698 giving details of the problem and our dedicated Service Personnel will be able to help you.

Please note the terms of this warranty does not affect your statutory rights.