

Carpet Warranty

This is to certify that carpets supplied by ITC Natural Luxury Flooring, carry a quality warranty for a period of 5 years from the date of delivery, against manufacturing defects.

The warranty may exclude specific areas, which are subject to very heavy wear conditions such as turning points and stairs. We warrant that the carpet will be free from defects within 2 years arising from faulty manufacture or the use of faulty materials.

The carpet will conform to the quality standards and performance specifications detailed in our technical specification document, which is available on request.

In the event of a complaint arising that can be shown to relate to a manufacturing fault, we will repair, replace, or compensate to an extent which relates to the length of time the carpet has been in use and the type of problem that has arisen.

This warranty does not cover:

- 1) Installation related problems
- 2) Consumer abuse or misuse
- 3) Lack of maintenance
- 4) On-site soiling
- 5) Pet damage
- 6) Damage or soiling caused by 3rd Parties.
- 7) Tears, burns, pulls, cuts, or damages caused by improper use.

This warranty shall apply only to carpets that have been installed and maintained in accordance with agreed standards and recommendations.

ITC Natural Luxury Flooring

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