

WARRANTY STATEMENT



15 Year limited Stain warranty

Kingsmead carpets with a 15 Year Stain Warranty will resist stains by food and beverages for a period of 15 (fifteen)

years, when recommended carpet care and cleaning procedures are used. Regular carpet care and routine maintenance is essential to maintain your warranty coverage. It is important that you give immediate attention to any accidental spillages using clean water and a proprietary carpet cleaner.

Over time, normal foot traffic and general soiling of your carpet will cause a change in any carpet's appearance. Hot water extraction either alone or in combination with cleaning is required to maintain your warranty. This service must be performed by a professional carpet cleaning technician at least once every 18-24 months. Retain your receipts for proof of maintenance, which will be required should a warranty claim arise.

www.kingsmeadcarpets.co.uk



15 Year limited Wear warranty

Kingsmead warrants that with proper care and maintenance, the pile of your carpet with the 15 year Wear Warranty will

not wear by more than 10% by weight from normal foot traffic for a period of 15(fifteen) years. Wear is defined as abrasive fibre loss and not changes in appearance. This warranty covers only abrasive wear resulting in loss of fibre.

Wear or damage from tears, pulls, cuts, pilling, shedding, matting, crushing, burns, pets, improper cleaning, improper installation, or defective construction are specifically excluded.



KINGSMEAD
C A R P E T S

Warranty conditions:

- These warranties apply only to the original purchaser of the carpet.
- Complaints will only be taken into consideration upon presentation of the original purchase invoice.
- The carpet needs to be fitted in areas for which it is suitable.
- The carpet needs to be installed by a qualified fitter on a solid floor and in the approved manner according to the guidelines laid down in BS 5325 .
- The carpet must be maintained professionally on a regular basis, using products and machinery of good quality. All sensible protection measures, such as doormats and similar, must be taken.
- The warranty is only valid for a 1st quality carpet.
- The guarantee does not apply to spots made intentionally or by negligence, nor to spots which appeared during the laying of the carpet, nor to spots caused by a fire, water damage or any similar event.
- Similarly, spots which have appeared following an unsuitable use of chemical products, improper cleaning methods or the use of the carpet for a purpose for which it is not intended are not covered.
- Nor does the guarantee apply in the event of deterioration due to normal wear and tear of the carpet – crushing of the fibres and/or shading.
- If the carpet must be replaced, Kingsmead will deliver, to the exclusion of other demands, an equivalent carpet chosen from the Kingsmead range, for the defective surfaces. From the price of the faulty merchandise is deducted an amount equivalent to 1/15 for each complete year of use since the date of purchase.
- The compensation for removal and re-laying is limited to £5/m².
- The costs incurred for moving the furniture while the new carpet is being laid are not covered by the guarantee.
- If applicable, the surface to be replaced is limited to the room involved.
- We expressly exclude all responsibility for any other direct or indirect damage.
- In the event of disagreement, an independent expert will be appointed to inspect the carpet on-site.
- Statutory rights are not affected.