



# WARRANTY & CARE GUIDE



Cover image credit: Fairhaven Homes

Thank you for purchasing Redbook carpet. This booklet explains what is covered by Redbook warranties and there are also some tips on carpet care to help keep your carpet looking great for years to come.

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## SELECTING YOUR CARPET

Whether you are replacing old, out of date carpet, buying for the first time or just giving your room a colour makeover, there are many things to consider when selecting carpet. Which rooms of your home will be carpeted and how much foot traffic is likely? Do you have children and/or pets? What is your décor style? Considering these factors will help you decide on the best carpet for your home. As a general rule, you should seek to purchase the highest quality carpet you can afford, so you can continue to enjoy it for years to come.

The longevity, appearance and texture of a carpet is largely determined by its fibre type. Many Redbook carpets are durable, stain resistant and colourfast, so Redbook carpets can provide long lasting comfort in your home. Carpet performance is related to the amount and quality of fibre in the pile. The higher quality of the fibre and the denser it is packed, the better the performance.

Colour is one of the most important aspects to consider when choosing carpet as it impacts the ambience of a room. It can help alter the appearance of a room's size and shape and allows you to make the most of natural and artificial light. When selecting new carpet, you should take home a sample and view it in your home at various times of the day, as the colour can appear different under varying lighting sources. Darker, multi-coloured and

patterned carpets are especially effective at hiding soiling compared to solid shade, lighter carpets.

Texture is also an important consideration. As well as providing visual appeal, carpet texture adds dimension to a room. Cut pile plush and twist carpet constructions can show footprints or tracking (see page 8), a characteristic that is a matter of personal taste. Textured and loop pile carpets offer a more uniform finish. Cut pile carpets can be suitable for homes with domestic pets, as their claws will not catch like they can on textured or loop pile carpets.

Your new carpet is a substantial investment and like your other fine furnishings, requires proper care to keep it attractive over the years to come. You can protect your investment, prolong the life of your carpet and enhance the quality of your indoor environment by establishing a regular maintenance schedule.



## CARING FOR YOUR CARPET

A comprehensive carpet care program consists of four elements:

- › Preventative measures
- › Regular vacuuming
- › Spot cleaning
- › Steam cleaning

### *Preventative Measures*

Use new, quality underlay under your carpet, particularly on stairs. Good underlay not only gives better resilience underfoot, but can also add to the life of your carpet. Installing carpet over carpet (i.e. using old carpet as underlay) is not recommended.

Try to keep your entrance ways free of excessive dirt and substances which can be tracked into the home. Outdoor mats should be used at all entrances to absorb soil and moisture. Mats should be cleaned on a regular basis so they don't become sources of soil themselves, especially during wet weather.

Protective indoor mats or rugs are very useful in front of chairs, as the continual grinding of footwear can accelerate wear in these areas. This wear is usually most prevalent in front of chairs used for TV viewing, computer use and under tables.

Move heavy furniture occasionally to avoid excessive pile crushing. The use of coasters under the legs of tables, chairs and other furniture will help distribute the weight and prevent crushing the pile. Use a protective chair pad under chairs or appliances with rollers or castors to

prevent wear and damage to the carpet. When moving heavy wheeled furniture (pianos, buffets, etc.), prevent damage by placing a protective barrier of heavy cardboard or similar between the wheels and the carpet.

Be sure to regularly remove and clean any rugs used over your carpet. Clean and restore the pile of the carpet in the underlying area. Check rugs for colourfastness before replacement, as the dyes in some rugs may bleed through to the carpet. After steam cleaning your carpet, remember to allow it to dry completely before replacing rugs.

In rooms subject to direct sunlight, window tinting will protect your furniture, carpet, curtains and art from the effects of ultra violet light including fading, prolonging their life and maintaining durability. Your furnishings and carpet should also be protected from extended periods of direct sunlight with curtains, blinds or awnings.

Note of Caution: The colour of your carpet may be affected by various commonly used household products. Some examples are acne medications (cream/lotion), insecticides, furniture polishes, plant foods, household bleaches, acids, strong alkali, athletic or muscular liniments or creams, chlorine, hair colourings and corn plasters. These types of products if spilt or sprayed inadvertently onto your carpet may cause irreversible discolouration. You should carefully read the manufacturer's direction for the particular products use.

### **Regular Vacuuming**

Thorough and frequent vacuuming, particularly in high traffic areas, is important for prolonging the life of your carpet and also enhancing its appearance.

After your carpet is laid, vacuum to remove surface lint, dust and fluff. Thereafter, continue to vacuum thoroughly at least weekly and more frequently in high traffic areas. This will remove soil and grit before it works its way below the pile surface, where it is far more difficult to remove and can abrade the carpet and dull its appearance.

Three vacuum passes for light soiled areas is recommended, with five to seven passes for heavily soiled areas. Vacuuming against the natural pile direction first lifts the pile, helping to unsettle and remove dirt and grit while reducing matting. Then, vacuum in the direction of the pile to achieve a uniform finish.

To effectively clean your carpet use only a quality vacuum cleaner. Vacuums fitted with micro filter systems ensure fine particles (such as dust mite allergens) are removed and stay in the collection bag or canister. This is particularly important if you are dust sensitive.

Consider your carpet type when selecting a vacuum. Adjustable height and suction are important features as they enable your vacuum to be used on a wide variety of carpet constructions.

Luxuriously thick, soft cut pile carpets: Use a high height setting so any beater bar/rotating brush just lightly touches the carpet surface. Use a suction level that allows the vacuum to move easily whilst lifting dirt and other foreign matter. Avoid vacuums with very concentrated or sealed suctions. Large wheels will ensure the vacuum glides easily across the carpet.

Loop pile or long pile carpets (including cut loop and berber): Vacuum with suction only. Turn off any beater bars (to prevent "fuzzing").

Other carpet constructions: Use a vacuum with a beater bar to agitate the pile and loosen any foreign matter in the pile.

Change or empty dust collection bags frequently (vacuum cleaner efficiency can be reduced when half full). Ensure the vacuum is kept in sound mechanical condition. Replace filters as recommended by the manufacturer. Check the height of beaters (if fitted) and ensure brushes are cleaned and replaced when worn out.

### **Spot Cleaning**

Carpet is not 100% stain proof but to ensure best results from spot cleaning, follow the easy steps on page 7 of this guide.

### **Steam Cleaning**

Carpet should be steam cleaned approximately every twelve to eighteen months depending on the usage and colour. Even though both light and dark colours attract the same dirt and grit, lighter colours tend to show soiling earlier.

Steam cleaning should always be performed by a professional steam cleaner. Your local carpet retailer may be able to recommend one. Steam cleaning should be carried out in accordance with the latest Australian and New Zealand carpet cleaning and maintenance standard AS/NZS3733 "Textile floor coverings - Cleaning maintenance of residential and commercial carpeting".

Redbook Carpets does not recommend shampooing, do-it-yourself steam cleaning or dry cleaning of carpets.

## **SPOT CLEANING GUIDE**

Prompt and immediate attention to any spillages or stains is paramount to avoid the penetration of a stain into the carpet fibres. Liquids (particularly hot liquids) must be attended to immediately. If allowed to cool or dry, the stain will be almost impossible to remove. Care must be taken as haphazard attempts at spot removal can cause permanent stain setting, pile distortion and loss of colour.

### **Basic Carpet Cleaning Steps:**

1. Immediately remove as much of the spill as possible. For solids use a blunt knife or spoon. Blot up liquids by applying pressure with white paper towels or tissues. Use a wet/dry vacuum for large spills. NEVER scrub or rub the carpet during the stain removal (or rinsing) process as a fuzzy area may result. Always work from the outside of the stain or spillage towards the middle to avoid further spreading using a blotting or dabbing motion.
2. Most common household food and beverage stains (not including stains containing strong dyes or substances which destroy or change the colour of carpet) need to be treated solely with cold water immediately applied to the stained area. Repeat treatment above until no stain is evident on the cloth or towels used to press dry the area.
3. Ensure carpet is press dried with a clean white cloth or white paper towel to remove excess moisture. Do not rub, as rubbing can alter the carpet's texture.

4. Should the stain remain, using a clean white cloth or sponge, treat with a mixture of 1 teaspoon of a laundry detergent and one teaspoon of white vinegar in 1 litre of warm water. Rinse with cold water, repeating treatment until no stain is evident on cloth or towels.
5. After the spill or stain has been treated, place several layers of white paper towels over the area and place a flat weight on them until dry. A hair dryer may be used to speed up the drying process but do NOT overheat the area. Do not walk on the carpet until dry.
6. Sometimes stains will reappear due to 'wicking' as stains hidden in the pile resurface as the carpet dries. If so, allow the carpet to dry fully and repeat the above treatment until no stain is evident (this process may need to be repeated over a number of days).
7. If stains fail to respond adequately to treatment, call a professional carpet cleaner immediately.

Stains should be differentiated from soiling. Ensure that any residue from spills or cleaning mixtures are fully removed. For example, many sugar based spills, such as soft drinks and coffee, leave a sugar residue after removal. Similarly, when spills are cleaned with a detergent solution and the area is not sufficiently rinsed, a sticky detergent residue can remain. This sticky residue attracts soil from ordinary foot traffic and the resulting discolouration appears to be a stain. If so, repeat stain removal procedures above.

## CARPET PERFORMANCE CHARACTERISTICS

### ***Damaged (or Missing) Tufts***

Pets can damage tufts by scratching at the carpet pile, or alternatively, damage can be caused when moving furniture. This can be rectified by sewing back the missing tufts by hand. Re-tufting is also a satisfactory way of repairing severe cigarette burns or other small areas of damage. It is a good idea to keep a small piece of extra carpet aside to provide spare tufting yarn.

### ***Shedding and Fluffing***

Most carpets will shed some fibre when they are new. This is not a carpet defect, merely a fibre residue left over from the manufacturing process. Some carpets will shed loose fibre for longer periods than others, depending on the type of carpet.

### ***Sprouting Tufts***

The loops or tufts of carpet may pull if caught by a sharp object such as pet claws. If this occurs, the loop should be cut off level with the pile using a pair of sharp scissors. Never try to pull a sprouting yarn out, as this may cause a run in the carpet.

### ***Wrinkling (or Rucking)***

Wrinkling may occur after installation. It can be caused by excessive humidity, inadequate underlay, or not using the recommended installation procedures, especially relative to power stretching. A competent installer can usually correct this problem.

### ***Tracking (Flattening) and Matting***

Tracking and matting are conditions that tend to occur in high usage areas e.g. in walkways, on stairs, in front of chairs and under tables. These conditions are a greater risk with lighter weight carpets where the fibres can more easily lay over. Regular vacuuming and immediate cleaning of spillages are the greatest aid in preventing tracking and matting. An additional aid is to place rugs in front of chairs, under tables, in passageways and other heavily used areas. These conditions are not considered to be manufacturing faults.

### ***Permanent Pile Reversal (commonly known as shading or watermarking)***

The phenomenon of permanent pile reversal may develop in any cut pile carpet and at times areas of the carpet appear to become lighter or darker than the surrounding area. This occurrence in cut pile carpets is random and largely unexplained. It cannot be predicted or prevented and appears to be related to location of use, rather than the type of carpet construction or materials used.

Permanent pile reversal is not a manufacturing fault and its existence has no effect on carpet performance. However as the development of this phenomenon can affect the appearance of a carpet, you are advised to discuss this characteristic with your retailer when considering carpet purchase. Further information on permanent pile reversal is also available from the Carpet Institute of Australia (free call 1800 188 822 or visit [www.carpetinstitute.com.au](http://www.carpetinstitute.com.au)).

### ***Colour Variation***

It is normal for installed carpet to show minor colour variation from selling samples or minor variations between production runs and dyelots. If possible, all carpet in your home should be laid from the same production run. Our quality assurance program (AS/NZS ISO 9001:2000 certified) seeks to minimise potential for variance and ensure any variation is within recognised textile industry standards.

### ***Shift Lines***

Shift lines are parallel lines appearing on the surface of patterned loop pile carpets at regular intervals, due to the nature of carpet construction. Lines may be more apparent with "large" designs or patterns. Colour, directional pile lay and light sources are also contributing factors. Certain light sources shining across the carpet may accentuate these lines in the form of shadowing. This is not a manufacturing defect and will not affect the carpet's wear or durability.

### ***Phasing and Panelling***

All sisal look (textured loop pile) carpets where the aesthetics of design is enhanced by random effects of contrasting colours, can show the phenomenon known as phasing. This is where the random effects of the contrasting colours, coincide in production. The occurrence of panelling may be seen in loop pile carpets, whereby the shading effects of colour patterning can appear as panelling down the carpet. These effects are an accepted part of the design and will in no way be detrimental to the carpet's performance.

### ***Pattern Matching/Bowing and Skewing***

Redbook Carpets uses the best available techniques to minimise pattern distortion during manufacture. However some distortion due to shrinkage or stretch during and after manufacture is unavoidable. Repeating patterns may not precisely match along the length or width of carpet or from one production run to another. Installation methods and site and storage conditions can also contribute to instability in the pattern, such that perfect pattern match cannot be guaranteed.

Installation of patterned carpet requires more time and effort which should be considered in the original labour quotation. A competent carpet layer should be able to obtain a close pattern match in most circumstances. However some irregularities may still be visible. If concerned, please discuss further with your retailer and/or carpet layer.

All carpets are subject to some degree of bowing and/or skewing. Bowing of up to 40mm over any single width of carpet is generally acceptable. Full details of the tolerances of Redbook carpets are set out in the Redbook Carpets Installation Recommendations (available at [www.feltex.com](http://www.feltex.com) or by calling 1300 130 239).



## Fading

To minimise the chance of fading, Redbook Carpets uses the most up to date dye stuffs in the production of carpets. However, carpets like all other dyed textiles, will slowly lose colour over time when exposed to direct sunlight. It is recommended that you have some form of window protection, e.g. window tinting, curtains or blinds, for those areas where sunlight falls onto carpet for extended periods.

Colour change can also occur as a result of emissions from heating fuels and air conditioners, pesticides, cleaning agents, benzol peroxide and other household items. Care should be taken when using these items.

Colour change may also occur due to ozone damage. The occurrence is random but appears more prevalent in coastal regions, particularly in areas with a high UV content. It is thought to be influenced by atmospheric or ozone conditions. Some colours are more susceptible than others. If you believe there may be a risk of ozone damage, please discuss with your retailer. As these effects are random and unexplained and do not affect the performance of the carpet, they are not considered to be manufacturing defects.



## INSTALLATION

To obtain the benefit of the Redbook Carpets warranties set out later in this guide all carpets must be laid in accordance with AS/NZS 2455.1 "Textile floor coverings – Installation practice – General" and the Redbook Carpets Installation Recommendations (available at [www.feltex.com](http://www.feltex.com) or call 1300 130 239).

Carpet should always be installed with new, quality underlay. Carpet and underlay are designed to work together as a complete flooring system and underlay should always be used. Quality underlay will provide better comfort and resilience while extending the life of your carpet. Ask your retailer to match a quality underlay (compliant with the appropriate classification for the intended use/application as per AS 4288 "Soft underlays for textile floor coverings" i.e. light residential, general, luxury, commercial or heavy commercial) with the quality and proposed use of your carpet.

Insist on trained professionals to install your carpet. Before making any cut from a roll, ensure your installer examines the carpet and checks for length, quality, pattern, colour and dyelot.

To avoid bubbling and wrinkling, all carpets should be power stretched in both length and width during installation using a power stretcher with extendable poles (not knee kickers) where possible.

The quality of an installation depends on the quality of the seams. If the seams are not permanently bonded

together, the carpet may unravel and begin to break down at the edges, making it appear badly fitted and causing premature wear. Seam adhesive (sealer) must be used for all seams (widthwise and lengthwise). Use a solvent base seam seal adhesive on direct glue down applications or a latex base seam seal adhesive for conventional installations. Seams are not covered by the Redbook Carpets warranties.

Carpet pile should run in the same direction throughout the house, sweeping towards the main entrance where possible. Seams and cross joins in the wrong place can spoil the appearance of your carpet and lead to premature wear. Generally seams should run in the same direction as most foot traffic. Seams should also be avoided in high traffic areas and be kept as far away from windows as possible so light does not fall across the seam making it more obvious. Ask your installer where they will place seams and cross joins to ensure they are in an optimal area.

Carpet pile should sweep down on stairways. A little hidden extra carpet should be folded back at the top and bottom of stairs so that as the edges of the tread are worn down, the carpet can be moved to hide the wear point. Purchasing extra carpet to update stairs is recommended.

Failure to have your carpet installed using the above guidelines may adversely affect the performance of your carpet.

## REDBOOK CARPETS WARRANTIES

The following warranties are provided by Feltex Carpets Pty Ltd ABN 60 068 166 843 trading as Redbook Carpets and the benefits given by them are in addition to other rights and remedies of the consumer under a law in relation to the goods.

The Redbook Carpets warranties are subject to and qualified by the "General Warranty Conditions" (Page 15) and "Homeowner Obligations" (page 17).

### **Which Carpets are Covered?**

Carpets that are covered by Redbook Carpets warranties will have the appropriate warranty labels affixed to the back of the store samples. Your authorised Redbook Carpets retailer will be pleased to help you with any queries regarding these warranties.

You should establish the specific warranties applicable to a particular carpet by checking the labels on the back of the carpet samples prior to purchase.

### **Who is Covered?**

The Redbook Carpets warranties protect the original carpet purchaser, if you have purchased a Redbook Carpets branded carpet for your own residential use in an owner occupied residence. These warranties are not transferable.

### **Consumer Warranties**

Our goods also come with warranties 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.

#### **Stain Resistance / StainGuard® Warranty**

The surface pile of your Redbook carpet is warranted by Redbook Carpets to resist most household food and beverage stains for the number of years set out in the Stain Resistance/StainGuard® Warranty label affixed to the sample following original installation.

These warranties do not mean your carpet is completely stainproof and the Stain Resistance and StainGuard® warranties do not cover:

Stains caused by acids or oil based or wax based substances (including tar, shoe polish, paints, lipstick, mascara, olive oil, pesto), vomit, urine or faeces.

Stains from food or beverages containing strong dyes (e.g. mustard, curry, coffee, tea) and extremely hot liquids.

Stains which become permanent because the care and stain removal procedure contained in this booklet are not carried out.

#### **Soil Resistance Warranty**

Redbook Carpets warrants that your carpet will not have a noticeable colour change due to deposits of dry soil resulting from normal indoor household foot traffic for the number of years set out in the Soil Resistance Warranty label affixed to the sample following original installation.

#### **Attempts to clean before making a claim under Stain Resistance/StainGuard® and Soil Resistance warranties:**

Prior to making a claim under the Stain Resistance/StainGuard® and Soil Resistance warranties, you must have attempted to clean the affected area of your carpet using the recommended cleaning procedures (page 6 and 7). If the affected area remains unsatisfactory after you have tried these cleaning procedures, then you must have the affected area of your carpet professionally steam cleaned. If the affected area still remains unsatisfactory after professional cleaning, notify your retailer as set out in the "Making a Claim" section of this booklet (page 17). To be able to claim under any of the Stain Resistance/StainGuard® and Soil Resistance warranties you must provide proof that professional steam cleaning of the affected area was undertaken within 30 days of your carpet being stained.

#### **Anti-Static Warranty**

Static electricity is an accumulation of an electrostatic charge. Redbook Carpets warrants for the life of the carpet that your carpet will not generate static electricity in excess of 3.5 kilovolts when tested according to AATCC 134 - a laboratory simulation assessing the static generating

tendency developed when a person walks over carpet. This means your carpet will not cause discomfort which can be caused by static build up.

#### **Wear Resistance Warranty**

Redbook Carpets warrants that the surface pile of the carpet will not abrasively wear more than 10% within the period set out in the Wear Resistance Warranty label affixed to the sample, following the original installation (the percentage wear being determined by Redbook Carpets after inspection and testing of the carpet).

Abrasive wear means actual fibre loss from the pile of the carpet and does not include other changes in carpet appearance: e.g. matting (the loss of twist from the tips of pile and entanglement of the fibre), or crushing (the non-restorable loss of pile thickness due to foot traffic, castor wheels or pressure of furniture).



### Fade Resistance Warranty

Redbook Carpets warrants that for the period set out in the Fade Resistance Warranty label affixed to the sample, following the original installation your Redbook carpet will not show a permanent colour change due to exposure to sunlight or atmospheric contaminants (including ozone or oxides of nitrogen) greater than two units as measured by the American Association of Textile Chemists and Colorists (AATCC) Gray Scale (which is an internationally recognised comparison system to determine the extent of colour differences). Colour changes of less than two units should not significantly impact upon the visual appearance of your carpet.

Any changes in carpet colour or fading or other discolouration resulting from other external causes such as spills of household chemicals and other non-food and non-beverage substances or chemical influences are excluded from the Fade Resistance Warranties.



Image credit: Fairhaven Homes

### Insect Deterrent Warranty

Redbook Carpets warrants that your Redbook carpet will not require any chemical treatment or application, to guard against insect attacks such as carpet beetles, moth larvae or other insects for the life of the carpet.

### Anti-Microbial Warranty

Redbook Carpets warrants that the pile of your carpet has been treated with an anti-microbial treatment to fight the spread of disease.

### Lifetime Manufacturing Defect Warranty

Redbook Carpets is so confident as to its manufacturing process that your Redbook carpet is warranted against all manufacturing defects for the life of the carpet.

## GENERAL WARRANTY CONDITIONS

These Redbook Carpets warranties apply only:

- In Australia.
- In respect of carpet purchases after 1 May 2015.
- To the original purchaser of the carpet.
- To carpet professionally installed over underlay in accordance with the installation recommendations set out in this guide under "Installation" (page 11).
- To new, first quality carpet.
- To carpet used in an owner occupied single family residential home, excluding where used in bathrooms, kitchens and utility areas such as laundries, wet areas and areas subject to significant non-foot traffic.

Lifetime coverage is defined as the life of the carpet from the date of installation.

The Redbook Carpets warranties immediately cease to apply if the home ceases to be an owner occupied, single family residence: for example, if the home is tenanted or used by more than one family. Redbook Carpets warranties are not transferable.

### **Redbook Carpets warranties do not cover:**

Damage due to improper installation (e.g. wrinkling, tuft losses, seam peaking) or due to failure or non usage of underlay.

Damage caused by improper maintenance and/or failing to carry out proper routine maintenance in accordance with the



recommendations described in this guide under "Caring for your Carpet" (page 5).

Damage resulting from risks covered by a generally available home owner insurance policy or accidents, abuse (being any use considered unreasonable given the normal and expected use of carpet in an owner-occupied single-family residence), burning, flooding, persistent moisture, cutting, pet damage or smoke.

Damage caused by, or where the wear resistance, soil resistance, stain resistance and/or other attributes of the carpet are adversely affected by strong chemicals (e.g. bleach, pool chemicals etc.) or the application of any topical treatments (including fungicides, bactericides, biocides, anti-statics, stain resistance, some cleaning agents).



## WHAT IF YOUR CARPET FAILS TO PERFORM?

If any part of your Redbook carpet fails to perform in accordance with any of the Redbook Carpets warranties Redbook Carpets will offer you an allowance or a credit (to be redeemed at your original retailer or another retailer in your area nominated by Redbook Carpets) equivalent to:

- The purchase of a Redbook carpet which is the same or of comparable quality to replace the affected area of the carpet, extending to the nearest wall, doorway or entrance; and
- The reasonable cost of its installation (but excluding the cost of its underlay) calculated as follows:

### 3 Year Warranty

Year in which the claim is made, calculated from the date of purchase:	Percentage:
Year 1	100%
Year 2	60%
Year 3	20%

### 5 Year Warranty

Year in which the claim is made, calculated from the date of purchase:	Percentage:
Years 1 and 2	100%
Year 3	70%
Year 4	40%
Year 5	20%

### 7 Year Warranty

Year in which the claim is made, calculated from the date of purchase:	Percentage:
Years 1 to 3	100%
Year 4	70%
Year 5	40%
Year 6	20%
Year 7	10%

### 10 Year Warranty

Year in which the claim is made, calculated from the date of purchase:	Percentage:
Years 1 to 3	100%
Years 4 to 5	70%
Years 6 to 7	40%
Years 8 to 9	20%
Year 10	10%

### 15 / 20 / Lifetime Warranty

Year in which the claim is made, calculated from the date of purchase:	Percentage:
Years 1 to 3	100%
Years 4 to 6	70%
Years 7 to 9	40%
Years 10 to 12	20%
Year 13 and thereafter	10%

### All Fade Resistance Warranties

Year in which the claim is made, calculated from the date of purchase:	Percentage:
Duration of Warranty	100%

You will be responsible to pay the retailer the balance of the purchase price and installation costs.

In relation to claims made under the Redbook Carpets warranties, Redbook Carpets will not reimburse or pay for your time associated with making the claim, new underlay, the cost of cleaning, repainting, expert advice, obtaining quotations, accommodation, moving or replacing furniture, equipment or fittings or the disposal of carpet, underlay or packaging.

## HOMEOWNER OBLIGATIONS

In addition to you complying with the other conditions which apply to the Redbook Carpets warranties, in order to obtain and maintain your coverage under the Redbook Carpet warranties, you must:

- Keep proof of purchase in the form of a receipt, bill, invoice or statement from the retailer, showing the price you paid for the carpet and the date of its purchase, together with proof of installation date.
- Have your carpet installed in accordance with Australian/New Zealand Standard AS/NZS 2455.1 "Textile floor coverings – Installation practice – General" and otherwise in accordance with the guidelines set out in this booklet.
- Maintain your carpet with regular vacuuming and cleaning.

So Redbook Carpets has a record of your purchase, you should register your warranty at [www.feltex.com](http://www.feltex.com) within 30 days of the purchase of your Redbook carpet.

## MAKING A CLAIM

Should you believe your carpet is failing to perform in accordance with these Redbook Carpets warranties or your Australian Consumer Law rights, please notify your retailer to arrange an on site inspection of the installation. Be sure to describe the specific problem, include photographs (if possible) and to include a copy of your proof of purchase. If you are claiming under the Stain Resistance/ StainGuard® and Soil Resistance warranties, proof of professional cleaning of the affected area within 30 days of your carpet being stained must be supplied to the retailer. The retailer will take appropriate action, including notifying Redbook Carpets if necessary. You must bear your expenses of claiming under the Redbook Carpets warranties.

Should you be unable to contact your retailer, or if you do not get a satisfactory response from your retailer, please contact Redbook Carpets directly. Our contact details are on the back of this booklet.



## REDBOOK CARPETS PURCHASE RECORD

Attach purchase  
receipt here

### *Carpet*

Redbook Product Name:

Colour Number:

Colour Name

No. of Metres Purchased:

Retailer:

Date of Purchase:

Date of Installation:

### *Carpet*

Redbook Product Name:

Colour Number:

Colour Name

No. of Metres Purchased:

Retailer:

Date of Purchase:

Date of Installation:

For information about your Redbook carpet or for any assistance in respect to carpet care or warranties, please contact:

**Australia:**

1300 130 239

[feedback@feltex.com](mailto:feedback@feltex.com)

[www.feltex.com](http://www.feltex.com)

**Proudly supplied by:**

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