



# WARRANTY & CARE GUIDE



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## CARPET THAT MAKES THE WORLD OF DIFFERENCE

Choosing an Australian made Redbook green® carpet can make the world of difference to your home environment.

This guide explains the comprehensive warranty package that comes with a Redbook green carpets (see page 14), as well as some tips on carpet care to keep your carpet looking great for years to come. There is no need for harsh cleaning chemicals with Redbook green, as even stubborn

spills such as red wine and cordial can be easily removed with just cold water (see page 9).

The renewable benefits of Sorona® polymer made from 37% natural corn sugar, combined with exceptional stain resistance, fade resistance, durability and ultra softness, puts Redbook green carpet in a field of its own.

Redbook green carpets are backed by Australian warranties so you can be assured of the reliability and convenience of Australian after-sales service.

## 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Whether you are replacing old, out of date carpet, buying for the first time or just giving your room a colour makeover, there are many things to consider when selecting carpet.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 are you carpeting and how much foot traffic is likely in those rooms? Do you have children and/or pets? What interior design style are you creating? 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 your selection for years to come.

The longevity, appearance and texture of a carpet are largely determined by its fibre type. Redbook green carpets are made from triexta, one of the most durable, stain and fade resistant fibres with remarkable softness.

Colour is one of the most important aspects to consider when choosing carpet as it impacts the mood, feeling and personality of a room.

Colour can accentuate the size and shape of a room and allows you to make the most of natural and artificial light. When selecting a new carpet, you should borrow a sample from your carpet retailer and view it in your home at various times of the day, as colour can appear different under varying lighting sources.

Whilst fade resistance can vary between carpet fibre types, Redbook green carpets are warranted to not significantly change colour due to sunlight, or ozone

(see page 15). 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. Carpets with soft, lustrous, long pile can be susceptible to tracking (see page 10), while plush and twist carpet constructions can pile reversal (see page 10), characteristics which are a matter of personal taste and should be taken into account when selecting your carpet. Textured and loop pile carpet 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 piles carpets.

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



## CARING FOR YOUR CARPET

A comprehensive carpet care program consists of four elements:

- › Preventative measures
- › Regular vacuuming
- › Steam cleaning
- › Spot 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 couches, armchairs, computer chairs and under dining 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 mat 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 seep through onto the carpet. After cleaning your carpet, remember to allow complete drying before replacing rugs.
- Protect your carpet and furnishings from prolonged periods of sunlight with window tinting, blinds, shades and/or awnings to minimise fading and maintain durability. Move furniture periodically to expose all areas evenly.

**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 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 suction. 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.

### **Steam Cleaning**

Carpet should be steam cleaned regularly, approximately every 12 to 18 months depending upon 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 reputable professional steam cleaner, recommended by your carpet retailer.

Steam cleaning when carried out should be 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". Reputable carpet cleaners are aware of and abide by this standard.

Shampooing, do-it-yourself steam cleaning or dry cleaning of carpets is not recommended.

## **SPOT CLEANING GUIDE**

Prompt and immediate attention to spillages or stains is recommended to avoid the setting of a spill onto the carpet fibres. Care must be taken to treat stains as recommended below:

1. Do Not Scrub - 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.
2. Cold Water - Just cold water is needed to remove most stains from Redbook green® carpets. Always work from the outside of the stain or spillage towards the middle using a blotting or dabbing motion to avoid further spreading. Use a sponge or spray to apply clean cold water to the affected area, and blot up with a sponge or use a wet/dry vacuum to remove the water. Repeat this process until there is no discolouration evident in either the carpet or removed water. Once achieved, repeat the cold water cleaning 4 or 5 times to remove any stain remnant that may be hidden in the pile.
3. Press Dry - Once the stain has been removed with cold water, press dry with a clean white cloth or white paper towel.

4. Dry - After the spill or stain has been treated, place several layers of white paper towel over the area and place a flat weight on them until dry. Do not walk on the carpet until dry.
5. Repeat - Sometime stains will reappear due to 'wicking' as stains hidden in the pile can resurface as the carpet dries. If this occurs, allow the carpet to dry fully and repeat steps 2-4 until no stain is evident (this can be repeated over a number of days).
6. Call a Professional - If stains fail to respond adequately to treatment, call a professional steam cleaner. It is important that professional steam cleaners continually treat any areas affected by stains until there is no discolouration evident in either the carpet or extracted water, following which the cleaning cycle should be repeated a number of times to minimise the risk of wicking.

### **Staining Versus Soiling**

It should be noted there is often confusion about the difference between staining and soiling. The majority of stain complaints are actually soil related. For example, many sugar based spills, such as soft drinks and coffee can leave a sugar residue after removal if not rinsed out and dried properly.

This sticky residue readily attracts soil from ordinary shoe traffic and the resulting discoloured area appears to be a stain. If so, repeat the stain removal procedures above.

## CARPET PERFORMANCE CHARACTERISTICS

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

Pets can damage carpet tufts by scratching at the surface of the carpet, 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 small areas of damage, and can be organised through your carpet retailer. To provide spare tufting yarn, it is a good idea to keep a small piece of spare carpet aside.

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

Most carpets will shed some fibre when they are new. This is not a carpet defect, merely 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.

### ***Tracking 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. Generally the softer, more lustrous and longer the pile, the more noticeable will be footprints and movements over the carpet. Even though the effect can be quite pronounced it will be lessened by careful vacuuming. Tracking is a matter of personal taste and if you are concerned with the effect, carpets with these features are not recommended.

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.

### ***Sprouting Tufts***

The loops or tufts of carpet may pull if caught by a sharp object such as pets 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.

### ***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)).

### ***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. In areas of high humidity use of an air conditioner or dehumidifier is recommended during summer months. Dragging of heavy objects across the carpet can also cause the carpet to stretch and wrinkle, and when moving heavy items it is best to lift the item or use plywood or similar to walk the item over the carpet. Your carpet installer can usually correct this problem by re-stretching.

### ***Colour Variation***

It is normal for installed carpet to show minor colour variation from selling samples or minor variations between production runs and dye lots. If possible, all carpet in your home should be laid from the same production run.

Our quality assurance program (AS/NZS ISO 9001 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 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 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 carpets performance.

### **Pattern Matching/Bowing & 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).



## **INSTALLATION**

To obtain the benefit of the Redbook green® 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. Underlay and carpet 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 professional tradesmen 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 green 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 GREEN® CARPET WARRANTIES

The following warranties are provided by Feltex Carpets Pty Ltd ABN 60 068 166 843 trading as Redbook Carpets (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. Not all warranties apply to all Redbook green® carpets. You can establish the specific warranties applicable to a particular carpet by checking the labels on the back of the carpet samples or by asking the retailer.

The Redbook green Warranties are subject to and qualified by the "General Warranty Conditions" (Page 16) and "Homeowner Obligations" (page 18).

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

Carpets that are covered by Redbook green Warranties will have the appropriate warranty labels affixed to the back of the store samples.

Your authorised Redbook green 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 sample prior to purchase.

### **Who is Covered?**

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

### **Lifetime Stain Resistance Warranty**

The surface pile of your Redbook green carpet is warranted by Redbook Carpets to resist stains from most food and beverages (including mustard, hot coffee, herbal teas) and water soluble, non-wax or non-oil based products for the life of the carpet.

This warranty does not mean your carpet is completely stain proof, and this warranty does not cover:

- Stains caused by acids or oil based or wax based substances (including tar, shoe polish, paints, lipstick, mascara, olive oil, pesto), vomit, and non domestic pet urine or faeces.
- Stains which become permanent because care and stain removal procedures contained in this guide are not carried out.

### **Lifetime Pet Protection Warranty**

The surface pile of your Redbook green carpet is warranted by Redbook Carpets to resist stains from domestic pet urine and faeces for the life of the carpet.

### **Lifetime Soil Resistance Warranty**

Your Redbook green carpet is warranted by Redbook Carpets to not have a noticeable colour change due to deposits of dry soil resulting from normal indoor household foot traffic for the life of the carpet.

### **Stain Resistance, Pet Protection and Soil Resistance Warranty Claim Prerequisites:**

Prior to making a claim under the Stain Resistance, Pet Protection and/or Soil Resistance Warranties you must have tried cleaning the affected area of your carpet by using the recommended cleaning procedures. If the affected area remains

unsatisfactory after you have tried these cleaning procedures (see page 9 of this guide) then you must have the affected area of your carpet professionally steam cleaned.

If the affected area still remains unsatisfactory after the professional cleaning, notify your retailer as set out in the "Making a Claim" section of this brochure (page 18). To be able to claim any of the Stain Resistance, Pet Protection 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.

### **Wear Resistance Warranty**

The surface pile of your Redbook green carpet is warranted by Redbook Carpets to not abrasively wear more than 10% within the period set out in the Wear Resistance Warranty label affixed to the sample, following original installation (the % 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 (being the non-restorable loss of pile height due to foot traffic, castor wheels or pressure of furniture).

Also specifically excluded from this warranty, in addition to exclusions set out in the General Warranty Conditions, is damage caused by tears, pulls, pilling, burns, furniture or wheels.

### **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 green carpet will not show a permanent colour change due to exposure to sunlight or atmospheric contaminants (including ozone or oxides of nitrogen) greater than one unit 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 one unit 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 beverage substances or chemical influences are excluded from this warranty.

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

Static electricity is an accumulation of an electrostatic charge. Your Redbook green 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) for the life of the carpet. This means your Redbook green carpet will not cause discomfort which can be caused by static build up.

### **Lifetime Manufacturing Defect Warranty**

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



### 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.

## GENERAL WARRANTY CONDITIONS

These Redbook green® 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 "Carpet Installation" (page 13). These warranties do not apply to carpet not installed as a fixed floor covering e.g. rugs.
- 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 green 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. The Redbook green Warranties are not transferable.

### Redbook green Warranties

#### do not cover:

- Damage due to improper installation (e.g. wrinkling, tuft losses, seam peaking) or due to the 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 6).
- 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 (other than as specifically covered by the Pet Protection Warranty) 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).

## IF YOUR CARPET FAILS TO PERFORM

If any part of your Redbook green carpet fails to perform in accordance with any of the Redbook green Warranties:

### *If your claim is made within 15 years from the time of purchase of your carpet:*

Redbook Carpets will replace the affected area of the carpet, extending to the nearest wall, doorway or entrance, with Redbook green carpet which is the same or of comparable quality as the affected carpet and meet the reasonable cost of its installation.

Year in which the claim is made, calculated from the date of the purchase:	Percentage of original retail cost of your Redbook green carpet including installation, but excluding underlay.
Years 1-15	100%
Years 16 and 17	75%
Year 18	50%
Year 19	25%
Year 20 and thereafter	10%

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 green Warranties, Redbook Carpets will not reimburse or pay for your

### *If your claim is made after 15 years from the time of purchase of your carpet:*

Redbook Carpets will offer you an allowance or a credit (to be redeemed through your original retailer or another retailer in your area nominated by Redbook Carpets) equivalent to:

- The purchase of a Redbook green 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:

time associated with making the claim, new underlay, the cost of cleaning, expert advice, obtaining quotations, moving or replacing furniture, equipment or fittings or the disposal of carpet, underlay or packaging.

## HOME OWNER OBLIGATIONS

In addition to you complying with the other conditions which apply to the Redbook green® Warranties, in order to obtain and maintain your coverage under the Redbook green 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 guide.
- Maintain your carpet with regular vacuuming and cleaning as per the recommendations in this guide.

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 green carpet.

## MAKING A CLAIM

Should you believe your carpet is failing to perform in accordance with these Redbook green Warranties or your Australian consumer law rights, please notify your retailer in writing. Be sure to describe the specific problem and to include a copy of your proof of purchase. If you are claiming under the Stain Resistance, Pet Protection and/ or 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 the notification of Redbook Carpets if necessary. You must bear the expense of claiming under the Redbook green Warranties.

If you are unable to contact your retailer for some reason or if you do not get a satisfactory response from your retailer, please contact Redbook Carpets directly as set out on the back of this guide.

## REDBOOK GREEN PURCHASE RECORD

### *Carpet*

Redbook green Product Name:

Colour Number:

Colour Name:

No. of Metres Purchased:

Retailer:

Date of Purchase:

Date of Installation:



For information about your Redbook green® 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)

PO Box 93, Geelong

VIC 3220

**Proudly supplied by:**

Feltex Carpets Pty Ltd trading as

Redbook Carpets

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