

Terms of Use

Thanks for visiting the world of Feltex Carpets. Whether you are looking for the perfect carpet, seeking inspiration for decorating, or thinking of joining our company, we hope you enjoy our website and find the content useful. By accessing or using this website, you agree to the terms and conditions for using our website, including the following legal disclaimer.

We will always attempt to be as accurate as possible with our product descriptions. However, we are unable to warrant that product descriptions or other content of the website catalogue is accurate, complete, reliable, current or error free.

Product images on the website will vary in colour due the many factors such as monitor type, scan quality, lighting arrangements etc. Images do not seek to duplicate the exact visual appearance, but serve merely as a guide or point of reference.

All images on the website, drawings, descriptive matter, specifications and advertising issued by Feltex Carpets ("Feltex Carpets") and any descriptions or illustrations contained in Feltex Carpets websites, catalogues or brochures are issued or published for the sole purpose of giving an approximate idea of the goods described in them and do not form part of the contract for provision of goods.

Unless otherwise indicated, the contents of this website are copyright © and are owned or licensed by us. All trade-marks appearing on this website belong to us or, where indicated, to third parties. You are permitted, for non-commercial and personal use only, to copy and print out any material placed on this website. Any material copied from the website remains subject to copyright or other proprietary notices. All other use, copying or reproduction (including without limitation commercial use or sale of the material) of any part of this website is expressly prohibited without our prior written consent.

Neither Feltex Carpets, nor any other party involved in producing or delivering this site, shall be liable for any direct, incidental, consequential, indirect or punitive damages, costs, losses or liabilities whatsoever arising out of your use of, access to, or inability to use or access, this website or reliance on any information provided on this website. In addition, we shall not be liable for any damages, costs, losses or liabilities to you, or viruses that may infect your computer equipment or other property, by reason of your use of, access to, or downloading of any material from, this website. We recommend that prior to your down-loading any file you carry out an appropriate virus check as we will not be responsible for any virus transmitted through this website. Feltex Carpets is committed to the privacy of all individuals with whom it deals. Our privacy policy for use of this website maybe viewed by clicking the link at the foot of this page. We may change the terms of this privacy policy at any time and recommend that you review the policy whenever you visit this site.

Privacy

Feltex Carpets is committed to the privacy of all individuals with whom it deals. Feltex Carpets is bound by the Privacy Act 1993 and has chosen to comply with the Information Privacy Principles contained in that Act. For your information, Feltex Carpets sets out below its policies on handling personal information.

Privacy Manager
Feltex Carpets
Freephone: 0800 100 008
Website: www.feltexcarpets.co.nz

Our Customers

Your Personal Information

Personal information held by Feltex Carpets may include your name, date of birth, current and previous addresses (home and business), telephone/mobile phone numbers, facsimile numbers, email addresses, bank account or credit card details, occupation (including employer details if appropriate), offices held in companies, information held as a result of credit checks, records of communications between you and Feltex Carpets relating to goods and services provided by Feltex Carpets and details of your trading history with Feltex Carpets.

If you choose not to provide personal information, we may not be able to provide credit or the goods and services you require, or the level of service to which we aspire to provide.

Collection of Personal Information

Feltex Carpets collects personal information in a number of ways, including:

- ✘ Directly from you, when you provide information in documents, as credit application forms, or by phone;
- ✘ Where you have authorised us to do so, from credit providers, credit reporting agencies contacted by us in the course of carrying our credit checks or verifying information provided by you;
- ✘ From publicly available sources of information;
- ✘ From our own records of your trading history.

Use of Personal Information

Feltex Carpets respects your privacy, so we do not trade, rent or sell your personal information to any third parties. The primary purpose for which we use your personal information is to sell and distribute to you in a timely manner our quality carpets. In the course of distributing carpet to you, your personal information may also be used to:

- ✘ Provide the products and customer service you require;
- ✘ Administer and manage those services, including charging, invoicing and collecting debts;
- ✘ Inform you of ways the services provided to you can be improved;
- ✘ Conduct appropriate checks for credit worthiness and for fraud;
- ✘ Investigate complaints in relation to our products and services;
- ✘ Research and develop our products and services;
- ✘ Gain an understanding of your needs in order for us to provide you with better products and services;
- ✘ Maintain and develop our business systems and infrastructure including testing and upgrading of these systems;
- ✘ Enable us to disclose such information as set out below.

Your personal information may also be used to promote and market our products and promotions which we consider may be of interest to you. If you do not wish us to contact you regarding other products, please contact our Privacy Manager (contact details below).

Disclosure of your Personal Information

For the above purposes we may disclose your personal information to organisations outside Feltex Carpets, including:

- ✘ Contractors and service providers to whom we may outsource the services we provide including:
 - Customer enquiries
 - Invoicing and debt collection
 - Mailing systems
 - Transport services
 - IT services
 - Complaint investigation

- Market research (Any disclosure is limited to that required to provide you with the services we have outsourced and any party to whom we outsource is required to comply with all relevant laws including the Privacy Act 1993);
- ✘ Your representatives (e.g. legal advisers);
- ✘ Our credit insurers and credit providers for credit related purposes such as credit-worthiness, credit rating, credit provision and financing;
- ✘ Credit reporting and fraud checking agencies;
- ✘ Our professional advisers, including our accountants, auditors and lawyers;
- ✘ Government and regulatory authorities and other organisations as required or authorised by law;
- ✘ Organisations involved in:
 - A transfer/sale of all or part of our assets or business (including accounts and trade receivables)
 - Managing our corporate risk and funding functions (e.g. securitisation).

Accuracy of Information

Feltex Carpets takes all reasonable precautions to ensure that the personal information collected, used and disclosed is accurate, complete and up-to-date. However, the accuracy of the information depends largely on the information provided to us by you. Accordingly we request that you:

- ✘ Let us know of any errors in your personal information; and
- ✘ Keep us up-to-date with any changes in your personal information.

In most cases we will amend inaccurate, incomplete or out-of-date information. In some cases it is necessary for us to keep a record of what we know or understand to be correct at a particular time. However, in those circumstances, if you request, we will take reasonable steps to associate with the relevant record of your personal information a statement to the effect that you claim the information is inaccurate, incomplete or out-of-date.

Access to your Personal Information

Generally, you have a right to access your personal information. Feltex Carpets will handle all requests for access to personal information in accordance with the Information Privacy Principles. If you would like to access your personal information, please advise us in writing. We will acknowledge all requests within 14 days of receipt and respond within 30 days. Feltex Carpets reserves the right to charge a fee for searching for and providing access to your information. Where you are given access to your personal information you may request the correction of that information.

Contact Us

If you have any queries or complaints in relation to privacy, please contact us in writing or by phone to:

Privacy Manager
 Feltex Carpets
 Freephone: 0800 100 008
 Website: www.feltexcarpets.co.nz

Our Suppliers

Your Personal Information

Personal information held by Feltex Carpets may include your name, date of birth, current and previous addresses (home and business), telephone/mobile phone numbers, facsimile numbers, email addresses, bank account details, occupation, offices held in companies, tax file number, information held as a result of credit checks, records of communications between you and Feltex Carpets relating to goods and services supplied to Feltex Carpets and details of your supplier history with Feltex Carpets.

If you choose not to provide personal information, we may not be able to utilise your goods or services or provide timely payment.

Collection of Personal Information

Feltex Carpets collects personal information in a number of ways, including:

- ✘ Directly from you, when you provide information in documents, as tenders or invoices, or by phone;
- ✘ Where you have authorised us to do so, from credit providers, credit reporting agencies contacted by us in the course of carrying our credit checks or verifying information provided by you;
- ✘ From publicly available sources of information;
- ✘ From our own records of your supplier history.

Use of Personal Information

Feltex Carpets respects your privacy, so we do not trade, rent or sell your personal information to any third parties. The primary purpose for which we use your personal information is to administer our dealings and potential dealings with you in a timely manner. In the course of dealing with you, your personal information may also be used to:

- ✘ Administer and manage those dealings, including arranging for provision of goods or services, processing and paying invoices;
- ✘ Conduct appropriate checks for credit worthiness and for fraud;
- ✘ Investigate any problems in relation to your goods and/or services;
- ✘ Maintain and develop our business systems and infrastructure including testing and upgrading of these systems;
- ✘ Enable us to disclose such information as set out below.

Your personal information may also be used to invite your involvement with future projects or provision of goods or services in the future. If you do not wish us to contact you regarding future potential dealings, please contact our Privacy Manager (contact details below).

Disclosure of your Personal Information

For the above purposes we may disclose your personal information to organisations outside Feltex Carpets, including:

- ✘ Contractors and service providers to whom we may outsource the services we provide including:
 - Account payment
 - Project management
 - Mailing systems
 - Transport services
 - IT services(Any disclosure is limited to that required to provide you with the services we have outsourced and any party to whom we outsource is required to comply with all relevant laws including the Privacy Act 1993);
- ✘ Your representatives (e.g. legal advisers);
- ✘ Our professional advisers, including our accountants, auditors and lawyers;
- ✘ Government and regulatory authorities and other organisations as required or authorised by law;
- ✘ Organisations involved in:
 - A transfer/sale of all or part of our assets or business (including accounts and trade receivables)
 - Managing our corporate risk and funding functions (e.g. securitisation).

Accuracy of Information

Feltex Carpets takes all reasonable precautions to ensure that the personal information collected, used and disclosed is accurate, complete and up-to-date. However, the accuracy of the information depends largely on the information provided to us by you. Accordingly we request that you:

- ✘ Let us know of any errors in your personal information; and
- ✘ Keep us up-to-date with any changes in your personal information.

In most cases we will amend inaccurate, incomplete or out-of-date information. In some cases it is necessary for us to keep a record of what we know or understand to be correct at a particular time.

However, in those circumstances, if you request, we will take reasonable steps to associate with the relevant record of your personal information a statement to the effect that you claim the information is inaccurate, incomplete or out-of-date.

Access to your Personal Information

Generally, you have a right to access your personal information. Feltex Carpets will handle all requests for access to personal information in accordance with the Information Privacy Principles. If you would like to access your personal information, please advise us in writing. We will acknowledge all requests within 14 days of receipt and respond within 30 days. Feltex Carpets reserves the right to charge a fee for searching for and providing access to your information. Where you are given access to your personal information you may request the correction of that information.

Contact Us

If you have any queries or complaints in relation to privacy, please contact us in writing or by phone to:

Privacy Manager
Feltex Carpets
Freephone: 0800 100 008
Website: www.feltexcarpets.co.nz

Our Consumers

Your Personal Information

Personal information held by Feltex Carpets may include your name, date of birth, current and previous addresses (home and business), telephone/mobile phone numbers, facsimile numbers, email addresses, bank account or credit card details, occupation (including employer details if appropriate), offices held in companies, information held as a result of credit checks, records of communications between you and Feltex Carpets relating to goods and services provided by Feltex Carpets and details of your trading history with Feltex Carpets.

If you choose not to provide personal information, we may not be able to provide the advice or assistance you require, or the level of service to which we aspire to provide, and you may not be able to participate in promotions made available to consumer of our products. However, you are free to access our advice lines or other advice services without any disclosure of your identity and we will aspire to assist you to the best of our ability.

Collection of Personal Information

Feltex Carpets collects personal information in a number of ways, including:

- ✘ Directly from you, when you provide information in documents, as guarantees, promotions or complaint forms, or by phone;
- ✘ Where you have authorised us to do so, from carpet retailers from whom you purchased Feltex Carpets products;
- ✘ From publicly available sources of information;
- ✘ From our own records of your trading history.

Use of Personal Information

Feltex Carpets respects your privacy, so we do not trade, rent or sell your personal information to any third parties. The primary purpose for which we use your personal information is to sell and distribute to you in a timely manner our quality carpets and provide advice in respect to the proper care and maintenance of the carpet. In the course of providing our products and advice to you, your personal information may also be used to:

- ✘ Provide the products and customer service you require;
- ✘ Conduct promotions;

- ✘ Inform you of ways the services provided to you can be improved;
- ✘ Investigate complaints in relation to our products and services;
- ✘ Research and develop our products and services;
- ✘ Gain an understanding of your needs in order for us to provide you with better products and services;
- ✘ Maintain and develop our business systems and infrastructure including testing and upgrading of these systems;
- ✘ Enable us to disclose such information as set out below.

Your personal information may also be used to promote and market our products and promotions which we consider may be of interest to you. If you do not wish us to contact you regarding other products, please contact our Privacy Manager (contact details below).

Disclosure of your Personal Information

For the above purposes we may disclose your personal information to organisations outside Feltex Carpets, including:

- ✘ Contractors and service providers to whom we may outsource the services we provide including:
 - Customer enquiries
 - Invoicing and debt collection
 - Mailing systems
 - Transport services
 - IT services
 - Complaint investigation
 - Market research
 (Any disclosure is limited to that required to provide you with the services we have outsourced and any party to whom we outsource is required to comply with all relevant laws including the Privacy Act 1993);
- ✘ Your representatives (e.g. legal advisers);
- ✘ Our professional advisers, including our accountants, auditors and lawyers;
- ✘ Should you enter any promotion, State and Territory lottery departments and publication of your name if a winner as required under the relevant lottery legislation;
- ✘ Government and regulatory authorities and other organisations as required or authorised by law
- ✘ Organisations involved in:
 - A transfer/sale of all or part of our assets or business,
 - Managing our corporate risk and funding functions.

Accuracy of Information

Feltex Carpets takes all reasonable precautions to ensure that the personal information collected, used and disclosed is accurate, complete and up-to-date. However, the accuracy of the information depends largely on the information provided to us by you. Accordingly we request that you:

- ✘ Let us know of any errors in your personal information; and
- ✘ Keep us up-to-date with any changes in your personal information.

In most cases we will amend inaccurate, incomplete or out-of-date information. In some cases it is necessary for us to keep a record of what we know or understand to be correct at a particular time. However, in those circumstances, if you request, we will take reasonable steps to associate with the relevant record of your personal information a statement to the effect that you claim the information is inaccurate, incomplete or out-of-date.

Access to your Personal Information

Generally, you have a right to access your personal information. Feltex Carpets will handle all requests for access to personal information in accordance with the National Privacy Principles. If you would like to access your personal information, please advise us in writing. We will acknowledge all requests within 14 days of receipt and respond within 30 days. Feltex Carpets reserves the right to charge a fee for searching for and providing access to your information. Where you are given access to your personal information you may request the correction of that information.

Contact Us

If you have any queries or complaints in relation to privacy, please contact us in writing or by phone to:

Privacy Manager
Feltex Carpets
Freephone: 0800 100 008
Website: www.feltexcarpets.co.nz

Our Websites

For your information, Feltex Carpets sets out below its privacy policies on our website management. Should you use the website for:

- ✘ Ordering of goods - please also see Protecting Your Privacy - Our Customers;
- ✘ Seeking advice or making a complaint about Feltex Carpets products or services - please also see Protecting Your Privacy - Our Consumers.

Collection of Personal Information

This is a cookie-free site.

Whenever a website is visited, the user's web browser provides the machine's identity (its IP address) and information about its browser type and operating system to the web server, so that the server can address the reply to the correct machine. This information does not identify you personally and you remain anonymous.

When you visit our website, other than counting the visit, we do not record any of the above information, unless you choose to send us a message. Should you choose to send us a message, you are not required to provide any personal information and messages can be sent anonymously.

If you choose not to provide personal information, we may not be able to provide the advice or assistance you require, or the level of service to which we aspire to provide.

Use of Personal Information

Feltex Carpets respects your privacy, so should you choose to provide any personal information, we will not trade, rent or sell your personal information to any third parties. Should you provide any personal information, these details will only be used to respond to your message. We will not use your details for any other purpose.

Please note, when you send emails the content of the email as it is transferred across the internet may not be secure.

Children's Privacy

Children should only access this website with involvement of a parent or guardian. Although Feltex Carpets does not specifically direct its website to children, Feltex Carpets strives to provide children with as much customer service as possible without violating their privacy rights. For your protection, Feltex Carpets asks that anyone under 15 years of age not attempt to register with Feltex Carpets or otherwise provide Feltex Carpets with any personal information without the consent of a parent or legal guardian.

Accuracy of Information

Feltex Carpets takes all reasonable precautions to ensure that the personal information collected, used and disclosed is accurate, complete and up-to-date. However, the accuracy of the information depends largely on the information provided to us by you.

Accordingly, should you provide us with personal information, we request that you:

- ✘ Let us know of any errors in your personal information; and
- ✘ Keep us up-to-date with any changes in your personal information.

In most cases we will amend inaccurate, incomplete or out-of-date information. In some cases it is necessary for us to keep a record of what we know or understand to be correct at a particular time. However, in those circumstances, if you request, we will take reasonable steps to associate with the relevant record of your personal information a statement to the effect that you claim the information is inaccurate, incomplete or out-of-date.

Access to your Personal Information

Generally, you have a right to access your personal information. Feltex Carpets will handle all requests for access to personal information in accordance with the National Privacy Principles. If you would like to access your personal information, please advise us in writing. We will acknowledge all requests within 14 days of receipt and respond within 30 days. Feltex Carpets reserves the right to charge a fee for searching for and providing access to your information. Where you are given access to your personal information you may request the correction of that information.

Contact Us

If you have any queries or complaints in relation to privacy, please contact us in writing or by phone to:

Privacy Manager
Feltex Carpets
Freephone: 0800 100 008
Website: www.feltexcarpets.co.nz

Our Employees

Prospective Employees and Tenderers

Your Personal Information

Personal information held by Feltex Carpets may include your name, address and contact details, your employment history, bank account details and tax file number, referee opinions, interview opinions and any other information you have supplied on your resume, job application form, tender or in communications with Feltex Carpets and its employees or agents.

If you choose not to provide personal information, we may not be able to contact you or fully consider your job application and/or tender.

Collection of Personal Information

Feltex Carpets collects personal information in a number of ways, including:

- ✘ Directly from you e.g. when you submit a resume, job application or tender, or during interviews or other times you communicate with a Feltex Carpets representative (e.g. by phone, fax, email or in person);
- ✘ Where you have authorised us to do so, from third parties, including reference checks with referees and networking with your peers;
- ✘ From publicly available sources of information;
- ✘ From our own records of your employment history (if previously employed by Feltex Carpets).

Use of Personal Information

Feltex Carpets collects personal information about you to carry out its business functions. The primary purpose for which we use your personal information is to assess your suitability for a position or tender. In the course of assessing your suitability and should Feltex Carpets offer you a position or work, your personal information may also be used to:

- ✘ Offer you a job or work;
- ✘ Contact you if a position becomes available that you may be interested in;
- ✘ Comply with government legislation (e.g. we collect your tax file number to comply with taxation and superannuation requirements);
- ✘ Maintain and develop our business systems and infrastructure including testing and upgrading of these systems;
- ✘ Enable us to disclose such information as set out below.

In addition Feltex Carpets may occasionally be required by law to collect, use and disclose your personal information, for example to comply with the requirements of government departments for business data.

Disclosure of your Personal Information

For the above purposes we may disclose your personal information to organisations outside Feltex Carpets, including:

- ✘ Contractors and service providers to whom we may outsource services we provide including:
 - Recruitment
 - Payroll
 - Outsourcing Mailing systems
 - IT services(Any disclosure is limited to that required to provide you with the services we have outsourced and any party to whom we outsource is required to comply with all relevant laws including any privacy legislation);
- ✘ Your representatives (e.g. legal advisers);
- ✘ Our professional advisers, including our accountants, auditors and lawyers;
- ✘ Government/regulatory authorities and other organisations as required or authorised by law;
- ✘ Organisations involved in:
 - A transfer/sale of all or part of our assets or business,
 - Managing our corporate risk and funding functions.

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- ✘ Keep us up-to-date with any changes in your personal information.

In most cases we will amend inaccurate, incomplete or out-of-date information. In some cases it is necessary for us to keep a record of what we know or understand to be correct at a particular time. However, in those circumstances, if you request, we will take reasonable steps to associate with the relevant record of your personal information a statement to the effect that you claim the information is inaccurate, incomplete or out-of-date.

Access to your Personal Information

Generally, you have a right to access your personal information. Feltex Carpets will handle all requests for access to personal information held by Feltex Carpets in accordance with the National Privacy Principles. If you would like to access your personal information, please advise us in writing. We will acknowledge all requests within 14 days of receipt and respond within 30 days. In respect to Australian requests, Feltex Carpets reserves the right to charge a fee for searching for and providing access to your

information. Where you are given access to your personal information you may request the correction of that information.

Contact Us

If you have any queries or complaints in relation to privacy, please contact us in writing or by phone to:

Privacy Manager

Feltex Carpets

Freephone: 0800 100 008

Website: www.feltexcarpets.co.nz