



# Warranty, Care and Cleaning Guide

Australian Edition

# Feltex Carpets - The Definition of Quality

Congratulations on your purchase of a Feltex wool carpet<sup>1</sup> - the ultimate in quality, luxury and design. A high level of care and expertise is taken to ensure Feltex carpets are manufactured to the highest standards. Feltex carpets use only premium wool and wool-rich fibres and come in a wide range of fashionable colours and styles.

Maintaining your carpet is important and with regular and proper care, your Feltex carpet will continue to perform for years to come. Please read this guide carefully and keep it in a safe place for future reference.

<sup>1</sup> All mentions of "Feltex carpet" in this guide refer to "Feltex Carpets" and/or "Feltex Classic" and/or "Feltex Reserve" and/or "Invicta" carpet only.



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# Carpet Care

## Getting the Most From Your Carpet

Your new Feltex carpet is a substantial investment and like your other furnishings, requires proper care to keep it looking 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.

Carpet usually does not wear out in terms of fibre wearing away, rather its appearance simply deteriorates over time to a point at which it is no longer acceptable. Experience has shown that proper maintenance can help reduce the rate at which the appearance of a carpet changes.

## The Carpet Care Program

A comprehensive carpet care program consists of four elements:

- Preventative measures
- Regular vacuuming
- Steam Cleaning
- Removal of spots and spills

### 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 of the pile. Use protective chair pads 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 cleaning your carpet, remember to allow complete drying before replacing rugs.
- Protect your carpet from prolonged periods of sunlight with blinds, shades or awnings and 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, i.e. swimming pools – hair colourings – corn plasters. These types of products if spilt or sprayed inadvertently on to your carpet, may cause irreversible discolouration. You should carefully read the manufacturer's direction for the particular products use.

## Regular Vacuuming

The most important step in caring for your carpet is vacuuming. Vacuum thoroughly and frequently, particularly in high-traffic areas. Bear in mind that walking on soiled carpet permits the soil particles to work their way below the surface of the pile, where they are far more difficult to remove and can damage the fibres. Frequent vacuuming removes these particles from the surface before this happens.



A good quality vacuum cleaner is vital to prolonging the beauty and life of your carpet. A base model machine can remove surface dirt but will not effectively remove the hidden dirt and particles embedded in the pile.

Feltex Carpets recommends the use of either upright vacuums or quality barrel vacuums fitted with a power driven rotating brush or combination beater/brush bar that agitates the carpet pile and mechanically loosens soil for removal by the vacuum. This is best suited to a low cut pile carpet.

To prevent excess fuzzing turn the brush off or change the head when vacuuming loop pile, cut loop pile or berber carpets.

A light vacuum is recommended at least twice a week and a thorough vacuum weekly. A light vacuum is classed as three passes over an area. A thorough vacuum is five to seven passes over the area.

## Steam Cleaning

Carpet should be professionally steam cleaned regularly, approximately every twelve to eighteen 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 only be performed by a reputable professional steam cleaner. Your carpet retailer can recommend one.

Steam cleaning when carried out should be in accordance with Australian/New Zealand carpet cleaning and maintenance standard AS/NZS 3733. 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.

## Removal of Spots and Spills

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



**1. Do Not Scrub** - Always blot, never rub or scrub abrasively as a fuzzy area may result. Immediately scoop up or blot as much of the spill as possible, then continue to blot any residue with a clean white cloth or paper towel, always working from the outer edge toward the centre using a blotting or dabbing motion to avoid the spill spreading. Remember, do not scrub.



**2. Stain Removal** - Determine the appropriate method of stain removal as set out on page 7. Pre-test the treatment on a small inconspicuous area of carpet to ensure against damage and possible colour change.



**3. Press Dry Between Treatments** - Ensure carpet is press dried with a clean white cloth or white paper towel between any step in the treatment process to remove excess moisture. Do not rub, as rubbing can alter the texture of the carpet.



**4. Dry** - After the spill has been treated, place a few layers of paper towel or white cloth over the cleaned area to absorb remaining moisture and weigh them down with an object that will not transfer colour. A hairdryer may be used to speed up the drying process but do NOT overheat the area. Do not walk on the carpet until dry.



**5. Call a Professional** - If the stain fails to respond adequately to treatment, call a professional carpet cleaner immediately.

## Cleaning Treatment

### Common Household Food & Beverages

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 warm, not hot, 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. Should the stain remain, using a clean white cloth or sponge, treat with a mixture of 1 teaspoon of approved wool laundry detergent and 1 teaspoon of white vinegar in 1 litre of warm water. Rinse with warm water, repeating treatment until no stain is evident on cloth or towels.

## Other Substances

It is important to identify the source of the stain to ensure use of the appropriate method of removal. Australian/New Zealand Standard AS/NZS 3733 (available from Standards Australia offices in state capital cities) provides a comprehensive guide to cleaning practices and stain removal. Set out on the following page are some general recommendations for removal of some unguaranteed substances. However, while care has been taken in compiling the stain removal guide, removal of these stains cannot be guaranteed and no responsibility is accepted by Feltex Carpets for claims arising from any proposed treatments. Supermarket cleaning products are not recommended.

Stain Type	Order of Treatment		
	Step 1	Step 2	Step 3
Blood	1	2	8
Chewing gum	3	2	8
Coffee	2	8	
Faeces	2	6	8
Nail polish	4		
Paint (latex)	1	2	
Rust	5		
Soot	7		
Urine (fresh)	1	2	8
Vomit	2	6	8
Wine (white)	2	8	

### Cleaning Agent/Treatment

1. Cold Water
2. One teaspoon mild laundry detergent approved for wool and one teaspoon of white vinegar in 1 litre warm water
3. Chill with aerosol freezing agent or ice cubes in a plastic bag. Pick or scrape off gum
4. Clear nail polish remover without lanolin
5. Rust remover (to be applied by a professional carpet cleaner)
6. Clear household disinfectant
7. Vacuum immediately. If any residue call a professional carpet cleaner
8. Rinse with warm water

## Staining Versus Soiling

It should be noted that there is often confusion about the difference between soiling and staining. The majority of stain complaints are actually soil-related. For example, many sugar based spills such as soft drinks and coffee leave a sugar residue after removal; this sticky residue readily attracts soil from ordinary shoe traffic and the resulting discoloured area.

# Carpet Performance Characteristics

## 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 on free call 1800 188 822.

## 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. 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 fibre when they are new, particularly wool carpets. It's not a carpet defect, merely a fibre residue left over from the manufacturing process. Some carpets will shed loose fibre for longer than others, depending on the type of carpet.

## Tracking (Flattening) 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.

## Sprouting Tufts

The loops or tufts of carpet may pull if caught by a sharp object e.g. 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.

## 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. 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.

Carpet appearance can also vary depending upon type of light under which a sample is viewed and light sources where the carpet is installed. You should view any samples at your residence and under as many different light conditions as possible prior to making your final decision.

## Stairs

Even though some carpets are deemed suitable for use on stairs, it is possible pile distortion (or flattening) will occur over time on the stair nosings and tread area. Stairs are subject to a singular concentrated foot pressure. It is recommended that you purchase a spare section of carpet to use for the replacement on stairs, if over time the carpet pile becomes not to your liking.

## 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.

## Shift Lines

Due to the method of manufacture of some carpets, there may be the occurrence of shift lines across the width of the carpet. Light shining across the carpet from certain angles may accentuate the shift line effect. The appearance is not a manufacturing fault and will have no detrimental effect on the performance or durability of the carpet.

## Fading (or colour loss)

To minimise the chance of fading, Feltex Carpets uses the most up to date dye stuffs in the production of carpets. However, all 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. curtains or blinds, for those areas where sunlight falls onto carpet for extended periods.

Some quality wool carpets will upon initial exposure to light undergo a rapid lightening/brightening over the first few weeks. This is an inherent phenomenon referred to as **first fade**.

Colour change can also occur as a result of ozone, emissions from heating fuels and air conditioners, pesticides, cleaning agents, benzol peroxide and other household items. 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 maybe 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.

## Phasing/Panelling

All sisal look carpets where the aesthetics of the design is enhanced by random effects of contrasting colours, at times these colours can coincide in production, causing an effect known as phasing. Similarly in loop pile carpets, shading effects of colour patterning can appear as panelling down the length of the carpet. Both phasing and panelling are an accepted part of the design and in no way affect the performance of the carpet.

## Pattern Matching/Bowing & Skewing

Though the best available techniques are used during manufacture to minimise pattern distortion, the extensible nature of textile products means that some distortion due to shrinkage or stretch during and after manufacture is unavoidable. Accordingly, repeating patterns may not precisely match along the carpet length or width 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 will require more time, effort and skill 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 in the horizontal, vertical and diagonal pattern or texture, especially when viewing across multiple width installations. If concerned, please discuss further with your retailer and/or carpet layer.

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

## Carpet Installation

All carpets should be laid, and to obtain the benefits of Feltex Carpets warranties set out later in this guide must be laid, in accordance with AS/NZS 2455.1:2007 "Textile floor coverings - Installation practice - General" and the Feltex Carpets Installation Recommendations (available at [www.feltex.com](http://www.feltex.com) or ph 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 4288-2003 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).

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 Feltex 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 the installer where they will place seams and cross joins.

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.**

## 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.

## Feltex Warranties

The following warranties are provided by Feltex Carpets Pty Ltd ABN 60 068 166 843 (Feltex 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 Feltex warranties are subject to and qualified by the "General Warranty Conditions" (page 12) and "Homeowner Obligations" (page 14).

### Which Carpets are covered?

Carpets that are covered by Feltex warranties will have the appropriate Feltex or Invicta warranty labels affixed to the back of the store samples.

Not all warranties apply to all Feltex and Invicta carpets. 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.

Your authorised Feltex Carpets retailer will be pleased to help you with any queries regarding these warranties.

### Who is covered?

Feltex warranties protect you, the original purchaser, if you have purchased a Feltex or Invicta carpet, for your own residential use in an owner-occupied residence and are not transferable.

### What is covered?

#### Wear Warranty

The surface pile of your Feltex or Invicta carpet is warranted by Feltex Carpets to not abrasively wear more than 10% within the period set out in the Wear Warranty label affixed to the sample, following original installation (the % wear being determined by Feltex 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 fibres), or crushing (being the non-restorable loss of pile thickness due to foot traffic, a castor wheel or pressure of furniture).

#### Colourfast Warranty

Feltex Carpets warrants that within the period set out in the Colourfast Warranty label affixed to the sample, following original installation, your Feltex or Invicta carpet will not show a permanent colour change due to exposure to sunlight or atmospheric contaminants (including ozone or oxides of nitrogen) greater than three 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 three units should not significantly impact upon the visual appearance of your carpet.

Any changes in carpet colour or fading or other discolouration resulting from first fade (see page 9 for a full explanation) or 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 Manufacturer's Defect Warranty

Feltex Carpets is so confident as to its manufacturing processes that your Feltex or Invicta carpet is warranted against all manufacturing defects for the life of the carpet.

## Insect Resist Warranty

Your Feltex or Invicta wool carpet has been treated to deter insect and moth infestation. The treatment does not stop insects from entering your home and moths/beetles in some areas have developed a tolerance to treatments. The insect deterrent treatment is embedded in the carpet fibre and needs to be ingested by the insect to have an effect and stop further spreading – such that some fibre loss may occur and good housekeeping is essential. Regular vacuuming along skirtings, under furniture and in corners will discourage insects and reveal any infestations at an early stage. If you believe there may be a minor infestation, you should thoroughly vacuum the area (spraying the contents of the vacuum cleaner with insecticide prior to disposal) and treat the infested area, extending 15 cm beyond the boundaries of the activity, with an insecticidal aerosol spray or dust following the manufacturer's directions and precautions.

Feltex Carpets warrants that, provided your carpet is maintained as set out above, your carpet will not show visible damage due to insects within the period set out in the insect resist warranty label affixed to the sample.

## General Warranty Conditions

These Feltex warranties apply only:

- in Australia;
- in respect of carpet purchases after 1 December 2012;
- 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 10);
- to new first quality carpet; and
- 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.

The Feltex 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.

These Feltex warranties are not transferrable.

## Exclusions under the Feltex Warranties

### Domestic Use/Non-Transferability

The Feltex warranties are extended only to the original purchaser of the carpet for domestic indoor use of the carpet in owner occupied single family private residence, in accordance with the recommendation/s made on the ACCS rating (if applicable) The Feltex warranties do not cover:

- Any non-residential or commercial applications of the carpet or tenanting of the premises in which the carpet has been installed
- Any carpet installed on stairs (unless appropriately stair rated by the ACCS), outdoors or in utility areas such as bathrooms, kitchens, laundries, wet areas, or in areas subject to other than ordinary foot traffic
- Damage caused by use in excess of the recommendation/s made on the ACCS rating shown on the ACCS label on the back of the sample. The ACCS User Guide explaining the recommendations is available at [www.carpetinstitute.com.au/accs/index.htm](http://www.carpetinstitute.com.au/accs/index.htm)

## First Quality Products

Feltex warranties only apply to first quality carpets and are not applicable to carpet sold as second quality, irregular, used, shorts or mill ends.

## Improper Installation and Use of Underlay

Improper installation can cause problems with your carpet. Carpets must be properly installed over underlay in accordance with the installation recommendations set out in this guide under "Carpet Installation" on page 10. Feltex warranties do not cover any damage due to improper installation (e.g. wrinkling due to insufficient stretch, loss of tufts due to improper seaming and seam peaking) or due to failure or non-usage of underlay or laying the carpet over carpet.

## Improper Maintenance or Inadequate Care

Your carpet requires regular routine maintenance and should be properly maintained in accordance with the recommendations described in this guide under "The Carpet Care Program" on page 4, including steam cleaning performed by a qualified carpet care professional at least every 12-18 months. Feltex Carpets do not cover damage to your carpet caused by improper maintenance, application of improper cleaning agents, methods or damage caused by failing to carry out proper routine maintenance in accordance with the recommendations contained in this guide.

## Accidents, Abuse or Abnormal wear

Your Feltex warranties do not cover:

- damage caused by mishaps or accidents (other than events specifically warranted), abuse (being any use considered unreasonable given the normal and expected use of carpet in an owner occupied single family residence) burning, flooding, cutting, pet damage, or smoke
- damage caused by sporting equipment such as roller skates, golf shoes or gym equipment
- damage caused by risks covered by a generally available home owner insurance policy

## Carpet on Stair Nosings

Your Feltex warranties do not cover damage or appearance problems resulting from the opening of rows of tufts caused by wrapping the carpet around nosings of stairs.

## Problems with Moisture and Hot Substances

Your Feltex warranties do not cover problems caused by wetting or the persistence of excessive moisture or exposure to very hot substances.

## Differences from Samples

Your Feltex warranties do not cover the normal production differences between the colour of the retail store sample and the colour of the actual carpet.

## Topical and After Installation Treatments

Feltex warranties do not cover damage due to application of any topical treatments (including fungicides, bactericides, biocides, anti-statics, stain resists, some cleaning agents etc) which has adversely affected the stain and/or soil resistance and/or other attributes of the carpet or any carpet which has been treated after installation with any protective material.

## Replacement of Discontinued Carpet

If your carpet has been discontinued and replacement is necessary, under the terms of these warranties Feltex Carpets will substitute a carpet of comparable quality in the affected area.

## If Your Carpet Fails to Perform

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

- the purchase of a Feltex 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:

Year in which the claim is made, calculated from the date of the purchase:	% of original retail cost of your Feltex carpet including installation, but excluding underlay:
<b>5 Year Warranty</b>	
First 2 years	Full replacement
3rd Year	70%
4th Year	40%
5th Year	20%
<b>7 Year Warranty</b>	
First 3 years	Full replacement
4th Year	70%
5th Year	40%
6th Year	20%
7th Year	10%
<b>10 Year Warranty</b>	
First 3 years	Full replacement
Years 4 - 5	70%
Years 6 - 7	40%
Years 8 - 9	20%
Year 10	10%
<b>15 Year / Lifetime Warranty</b>	
First 3 years	Full replacement
Years 4 - 6	70%
Years 7 - 9	40%
Years 10 - 12	20%
Year 13 & over	10%

## Home Owner Obligations

In addition to you complying with the other conditions which apply to the Feltex warranties, in order to obtain and maintain your coverage under the terms of the Feltex warranties, you must do the following:

- Keep proof of purchase in the form of a receipt, bill, invoice or statement from your 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 according to the guidelines outlined in the Australian and New Zealand Standard AS/NZS-2455.1:2007 "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 that Feltex Carpets has a record of your purchase, you should also complete the warranty form attached to this guide within 30 days of the purchase of your Feltex carpet.

## Making a Claim

Should you believe your carpet is failing to perform in accordance with these Feltex 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.

The retailer will take appropriate action including the notification of Feltex Carpets if necessary. You must bear the expense of claiming under the Feltex Warranties.

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

## Feltex Purchase Record

Attach purchase receipt here

Complete information below to keep for your records

### Carpet

Feltex Product Name: \_\_\_\_\_

Colour Number: \_\_\_\_\_

Colour Name: \_\_\_\_\_

Price per Lineal Metre: \_\_\_\_\_

No of Lineal Metres Purchased: \_\_\_\_\_

Date of Purchase: \_\_\_\_\_

Date of Installation: \_\_\_\_\_

### Retailer

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone: \_\_\_\_\_

Salesperson: \_\_\_\_\_

Signature: \_\_\_\_\_

### Installer

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone: \_\_\_\_\_

Signature: \_\_\_\_\_







For further information or to locate a Feltex Carpets retailer, contact:  
Australia  
1300 130 239  
[feedback@feltex.com](mailto:feedback@feltex.com)  
[www.feltex.com](http://www.feltex.com)