

Warranty
information

WINDSOR WOOL - CLEARBURN
OFFERS THE FOLLOWING

Your selected flooring will be covered
by one or more of the below warranties.

10 YEAR LIMITED WARRANTY

For more information visit
www.euroflor.nz



WARRANTY
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This warranty is effective for
purchases made after
1st Jan 2025



The floor you've been searching for

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The value covered by the warranty shall be as per the below depreciation table, commencing from installation date, and includes both the carpet, installation, and uplift (if applicable).

Year 0 -3	100%
Year 3 - 6	60%
Year 6 - 10	30%

- (1) Proof of purchase must accompany claims along with install dates
- (2) Limited warranty applies to the original purchaser and the original installation site, and is not transferable
- (3) Carpet must be installed by a NZ registered flooring installation contractor to NZ standards
- (4) Claims should be made through original retailer
- (5) Limited warranties do not apply to "seconds", "off grade" or "clearance line" products

Warranty Exclusions

- (1) The limited warranty only applies to abrasive wear and does not include carpet backing /or
- (2) Damage from tears, cuts, burns, pets or natural disaster
- (3) Damage caused by underfloor heating
- (4) Damage due to improper cleaning, topical agents, poor maintenance
- (5) Damage caused by excessive water or the persistence of excessive moisture
- (6) Damage caused by staining from food, colouring or bleaches
- (7) Damage caused by soiling or tracking in very heavy traffic areas
- (8) Damage caused by inadequate sub-flooring or improper floor preparation
- (9) Damage or excessive wear caused by poor or inadequate underlay. The min underlay requirement is 10mm x 100kg.
- (10) Commercial use – these products are warranted for domestic use only
- (11) Fading due to factors such as constant sunlight exposure, chemical exposure, high humidity, and environmental factors.

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- (12) Permanent pile reversal, flattening, pilling, and matting
- (13) Significant fibre loss due to insect infestation caused by inadequate cleaning and maintenance of the carpet.
- (14) Damage resulting from general use of wheeled items or athletic/gym equipment
- (15) Improper use of vacuum cleaners, including aggressive beater bars or brushes
- (16) Damage from stair use
- (17) Costs associated with filing a claim under these warranties such as the removal of furniture.

Euroflor Warrants the carpet against manufacturing defects provided

- (1) The carpet is not a "Second", "off grade" or "clearance line"
- (2) The carpet has been installed by a NZ registered installation contractor
- (3) The carpet has been properly maintained

Caring for your carpet

- (1) Regular weekly vacuuming particularly high traffic areas.
- (2) Fast action for any spills to avoid saturation of the stain into the carpet fibres, remove any solids, followed by blotting any liquids with a white cloth or paper towel
- (3) Professionally cleaned every 2yrs – proof must be supplied to validate warranty

Remedies available to you

If your carpet fails to perform as stated in the applicable limited warranty, Euroflor will, at its option.

- (1) repair without charge the affected area to conform to the warranty or;
- (2) replace the carpet without charge with a floor covering of equal value and /or quality, subject to the depreciation table (if applicable), or
- (3) credit the Retailer their original purchase price of the carpet plus allowance for uplift and

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relay, subject to the depreciation table (if applicable).

Characteristics of a Wool Carpet

Colour variation

It is typical for carpet to have a variation from store samples due to dye batch and production/yarn variations; lighting can also have an effect on the colour. No claims will be accepted for batch variation against samples.

Permanent Pile Reversal

Wool carpets particularly plush pile, may develop lighter and darker patches over time, known as permanent pile reversal, shading or watermarking. This is caused by the blending of carpet pile fibres which then reflect the light differently; this is not a fault.

Shedding

Most new carpet will shed some fibres particularly wool carpets; this is residue left over from manufacturing, and regular vacuuming will remove loose fibre. Fluffing refers to the shedding of loose fibres from a carpet's surface, a common occurrence, particularly in new wool carpets. In loop pile wool carpets, fluffing takes on a distinctive form due to the construction of continuous loops of yarn. These loops may loosen over time, causing fibres to protrude and create a fuzzy appearance. Despite this unique characteristic, the process of fluffing in loop pile wool carpets follows a similar trajectory to other types of wool carpets, gradually diminishing with regular vacuuming.

Tracking

Tracking in wool carpets refers to the visible trails or marks that appear on the carpet surface due to foot traffic or movement of objects, often seen in high-traffic areas. These marks occur when the carpet's pile is compressed or shifted, leading to noticeable pathways or changes in texture and shading. Causes of tracking include regular foot traffic, movement of furniture, and improper maintenance. To mitigate tracking, regular vacuuming, periodic professional cleaning, using furniture pads, and managing high-traffic areas are essential. Proper care helps maintain the carpet's appearance and extends its lifespan.

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Peaking seams

Peaking seams, visible or raised seams between carpet sections, are not covered by this warranty. This exclusion applies to issues arising from factors like improper installation, temperature fluctuations, or tension variations during installation. We recommend seeking professional guidance to minimize peaking seam risks through correct installation and maintenance practices.

Fading

The wool carpet is susceptible to fading or colour alteration over time, especially in areas exposed to constant sunlight. It's essential to protect the carpet from prolonged direct sunlight exposure. Wool carpets may exhibit a noticeable lightening or brightening shortly after installation due to initial light exposure. This natural occurrence, called 'first fade,' is typical for wool and is not included in the warranty coverage.

Insect Resistance Warranty

Wool carpets are treated to prevent infestation by insects and moths. This treatment does not entirely prevent insects from entering your home. We recommend regular cleaning and vacuuming to deter insect infestation. In the event of an issue during the warranty period, Euroflor will provide a remedy in accordance with the warranty terms and conditions. This warranty is contingent upon the proper use, installation, and maintenance of the carpet.

Please refer to our website www.euroflor.nz for further information and carpet care instructions.

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