



ALL CARPETS ARE WARRANTED AGAINST MANUFACTURING DEFECTS.
The carpet should provide satisfactory wear for the years as stated below.

15 Year Defect Warranty: Casa Bella 4kg, Casa Bella 5kg, Casa Bella 7kg, Paris Suede, Paris Suede Ultra, Valencia 4kg, Valencia 5kg, Valencia 7kg.

10 Year Defect Warranty: Cornwell, Charisma, Bristol, Dublin, Verona, Piazza.

8 Year Defect Warranty: El Dorado, Lisbon, Edinburgh, St Helena, Twill Special.

Subject to:

Regular Maintenance. Protection from strong sunlight. Normal wear and tear.

The Remedy:

All faulty products will either be replaced, or repaired at no cost and with a minimum of inconvenience to the customer.

Expectation:

The more you can move the pile with your hand the more the carpet will show the difference where you walk and where you don't. All cut pile carpets will shade. However, a 2 ply short pile will shade and track a lot less than a wool blend singles yarn.

A velour (plush) pile is designed to shade. This is a feature of the carpet if a luxury look is required. As the plush pile continuously moves it will hide tracking as it creates a velour design.

You need to know:

The best carpets are made from a two ply yarn and are of a short and tight construction, either 100% wool, 100% polyamide (nylon) or 100% SDN (fibre used in our Verona and Casa Bella Ranges) is best. We do not recommend wool blends, cut pile polypropylene, cut pile polyester or any product made from acrylic. Wool blends and alternate fibres are a way to make carpet cheaper, not better.

Loop pile constructions do not show tracking and shading the same as cut pile constructions do.

Cut pile constructions will shade and track to some degree, depending on quality and construction.

Regular maintenance to keep your carpet looking better for longer:

Vacuum all of your carpet regularly, including behind beds, doors, etc. We recommend that you use a 'turbo head' on loop pile carpet once every 2 months, on a cut pile every 4 months. This ensures that all the spare fibre is removed. It is most important that you use a good vacuum cleaner.

Wool Carpets and Carpet Beetle:

While all Woolmark carpets are resistant against moths and carpet beetle they can still be damaged by them. Regular vacuum cleaning will help prevent damage. Spraying the edges with carpet and bedding spray is strongly recommended (available from the supermarket in the pet department).

Strong Sunlight will fade carpets, fabrics and furniture. Some fibres may be more resistant than others.

Carpets not protected from Castor Chairs will be void of warranties.

Peaking Joins are a natural occurrence in your installation. Certain light falls can accentuate this giving a sand dune effect. This may be perceived as a colour variation on the join.

Join Plans are always available on request.