

Commercial carpet tiles quality limited (PP carpet 5 years) warranty

The carpet tiles must be installed in accordance with the corresponding installation guidelines and specifications. Carpet maintenance must follow the corresponding maintenance (carpet maintenance) recommendations, and such maintenance (carpet maintenance) must be continued throughout the period of carpet installation and use.

This limited warranty covers:

Fibre - scrubbing wear - in normal use, carpet using our approved surface fibre will not lose more than 15% (by weight) of the surface fibre during warranty period. This limited warranty does not cover appearance maintenance, clumping and wrinkling and normal appearance changes in frequent use areas.

Bottom Backing- fiber /yarn adhesion –in normal use , the carpet will have superior yarn adhesion in frequent use during the warranty period.

frequent use during the warranty period.

Bottom Backing- edge loose - under normal use, carpet in the warranty period will not have edge scattered line happens.

Bottom Backing - integrity/delamination - under normal use, the second floor backing on the carpet will not be delaminated/layered with the carpet surface during the warranty period.

Bottom Backing- integrity/dimensional stability - in normal use, the carpet has a high-performance backing system, which will maintain dimensional stability during the warranty period according to the Chinese light industry standard " Module carpet " (QB/ t2755-2005).

If any of the above problems occur and you need quality assurance, you could contact as bellow :

You (the original purchaser) should notify your sales man (marketing representative) ,and provide the following paperwork.

(1) A valid purchase voucher, i.e., sales invoice and other documents certifying the purchase

(2) A detailed description of the defect problem and/or photo/sample showing the defect problem clearly.

Pls sending the up files to the China Carpet Quality Supervision and Inspection Center Or SGS .
SGS .

A commissioner will be assigned to inspect the carpet and evaluate your request.

Any costs associated with moving equipment, decorations, partitions and similar items from the carpet shall be borne by the original purchaser. In addition,the full set matching fee (including but not limited to the building's elevator usage fee, air conditioning fee, utility fee, entry fee after work, freight fee and handling fee) shall be borne by the original purchaser.

LIMIT

This limited warranty does not apply to the situation&environment as bellow : The carpet is stored long time under the environment which is significantly higher or lower than the normal temperature (>40 °C or < - 10 °C). The carpet is exposure to extreme temperature environment (> 60 °C or < - 30 °C), The carpet is stored in a curved or deformed shape or under other improperly storage way . This limited warranty does not cover burn damage, cutting damage, discoloration, clumping, pilling, spinning, peculiar smell, stain, wear or damage caused by improper installation or improper cleaning agent or improper method of cleaning. Carpets installed on stairs or installed in areas that not normally used for walking (such as golf shoes, other nailed shoes, ski boots and the other similar shoes) are not covered by this limited warranty.

In addition, the scope of the limited warranty does not include any damage as follows:

- (1) Any damage caused by the chlorination or any other solvent type cleaning agent.
- (2) Damage caused by exposure to substances or contaminants that bleaching or destroy the color of the carpet;

- (2) Damage caused by use of improper maintenance methods or unauthorized maintenance service providers;
- (4) Damage caused by sharp objects or similar objects
- (5) Damage caused by defects in the process of your installation; Or damage caused by the ground floor

The seller shall not be responsible for any alteration or modification of the carpet after the carpet has left the seller's premises. To the maximum extent not prohibited by applicable law, the seller shall not be liable under any circumstances for incidental or consequential damages, whether contractual, security, negligence, strict or otherwise.

Please note: this warranty is not transferable. This warranty apply only to the original buyer. The seller shall not grant authority to any individuals or entity to create any obligations or responsibilities related to the carpet for the seller. In respect of any incidental, special or indirect damage arising from violation of this limited warranty or any implied warranty, the seller shall not be liable to the original purchaser or any other person or entity for any incidental. All implied warranties (including implied marketable warranties or warranties applicable to a particular purpose), if applicable, are valid limited to the duration of the warranty.