

Customer Purchase Record

We recommend you fill in the following customer detail and attach a copy of your purchase receipt and file in a safe place. These details will assist you should you wish to file a claim against your warranty in the future.

Customer Details:

Store Details:

First Name:

Last Name:

Home Address:

Email Address:

Phone:

Mobile:

Date of Installation: / /

Carpet Product Range Purchased:

Carpet Product Name Purchased:

Store Details:

Store Name:

Store Address:

Your Carpet Sales Person:

Filing a Claim on Your Warranty

If you believe your SDN Solution carpet has an issue that requires the filing of a claim, please notify the retailer from whom you purchased the carpet. All claims must be addressed through the retailer and all communications will be through them. You may be asked to provide physical evidence, visual evidence, or allow a certified representative to perform a review of the carpet and undertake independent testing if required. Note: If you are unable to contact your retailer for some reason, or if you do not get a satisfactory reply from the retailer, please write to Carpet Court New Zealand Limited, PO Box 105-806, Auckland 1010 and mark for Attention: Product Support.

SDN Solution products carry 5, 10, 15 Year Limited Warranties and warranties are subject to conditions and exclusions and details of warranties, conditions and exclusions are outlined on the reverse page of this brochure.

Caring for Your Carpet

To maintain the limited warranties of your SDN Solution a regular care and maintenance programme is essential. The recommendations in this section provide guidance for Carpet Care and Preventative Maintenance.

Carpet Care and Preventative Maintenance

To ensure long-lasting beauty, durability and comfort in your carpet a regular care and maintenance programme is essential. A regular maintenance programme helps to remove soil before it can build up and potentially damage carpet fibre and dull its appearance.

- Place mats and runners at all entrances of the home and on any uncarpeted areas that are adjacent to the carpet. This will reduce soil and moisture in traffic areas. Mats and runners should be vacuumed and cleaned on a regular schedule. Place protective mats under office chairs around desks and computer areas.
- Furniture with wheels must have protection under their wheels to keep them from damaging the carpet. Always put a barrier between anything with wheels and the surface of the carpet when moving these items across the carpet.
- Never use bleaches, tile cleaners, dyes, mildew removers, oven cleaners, acids, drain openers, oils and lubricants, and plant foods on or near your carpet. Always use extreme care when carrying items that can discolour or destroy the carpet fibres. Refer to Exclusions noted on reverse of this brochure.

Vacuum Regularly

- Dirt and dust can add up over time and form hard and large deposits. Heavily soiled areas can become damaged if the carpet is not vacuumed on a routine basis. Regular vacuuming can prolong the life of your carpet and will enhance the overall appearance. Most soiling in carpets occur in the form of small hard and/or solid particles which can be removed with a vacuum cleaner, but can cause the carpet to look dull, dirty, and feel abrasive to the touch if it is not properly maintained/vacuumed.
- All carpets need to be vacuumed on a regular basis, a minimum of once a week. If the residence has more traffic, occupants, and/or animals than normal, it should be vacuumed more regularly.
- On standard cut pile carpets, use a vacuum with following features: a rotating brush, adjustable motor speed and use low to medium setting where appropriate and adjustable height - use the highest appropriate setting. Carpets with loops, and cut loop carpet should use a vacuum that has the ability to turn beater bar/brush control On/Off. This will allow carpet to be vacuumed with suction only. Carpets with loops may fuzz or pull free if a rotating brush is used. Carpets with high piles should use vacuums that have the following features:
 - Adjustable Height** - and use the highest setting on the vacuum as appropriate for the carpet style.
 - Efficient Airflow** - avoid vacuums with very concentrated or sealed suction.
 - Large Wheels** - vacuum should glide easily across the carpet

Professional Cleaning

Hot water extraction (steam cleaning) performed by a trained, qualified carpet care professional is required at least once every 18 months to maintain your carpet and ensure continued warranty coverage. Cleaning receipts should be kept with your carpet purchase records as they may be required to validate a future claim.

Stain Removal

- Always treat a stain as soon as it is discovered. The longer a stain is allowed to rest the more difficult it becomes to remove.
- Always scrape food spills gently from the surface of the carpet with a spoon or dull knife. Never rub the food or press it down into the carpet. This action will cause the food to become embedded into the fibres and reduce the chances of a successful cleaning.
 - Work from outer edge of stain towards the centre to avoid the stain from spreading. Do not over-saturate. Blot and pat gently and frequently with clean white cloth or white paper towel. Never rub or scrub as this may distort the carpet fibres.
 - When using a mild detergent, use a clear, non-bleach carpet detergent. Do not use colour or cloudy detergents; they can leave a sticky residue that will cause severe soiling. Use only ¼ teaspoon of detergent to 1 litre of water. Follow detergent's cleaning with clear water rinsing. Repeat this step until all the detergents residue is removed, and then blot dry as much as possible.
 - In most cases a stain can be removed by using warm water on the affected area and blotting dry with a towel. It may take several minutes, but water is the best solution when working with most stains and soiling issues.
 - If the stain is large, has been sitting for a long period of time, or caused by a natural dye, (wines, fruits, plants, etc.) contact a professional carpet cleaner immediately.



Summary Warranty and Care Information

Carpet Court

carpetcourt.co.nz

Summary Warranty Information

SDN Solutions



Quality Assurance 5, 10, 15 Year Limited Warranties**

**SDN Solution warranties are subject to the following terms, conditions and exclusions. Warranties are pro-rated, which means the warranty protection term reduces over the 5, 10 or 15 year warranty period. Consumers also have rights under the Consumer Guarantees Act 1993. In addition to your legal rights under the Consumer Guarantees Act 1993, we offer the following additional warranties.

Limited Stain Resistance Warranty**

Carpet Court New Zealand Limited' warrants that the surface pile of your Carpet Court New Zealand Limited SDN Solution carpet will remain stain resistant to certain household beverage and food substances for the specified warranty period in a residential property. Always treat a stain as soon as it is discovered. The longer a stain is allowed to rest the more difficult it becomes to remove. **Exclusions:** Carpet Court New Zealand Limited' Stain Resistance Limited Warranty excludes stains from substances such as bleaches, medications, acids, caustic chemicals, insecticides, paints, plant food, iodine, rust, dyes, waxes, cleaning products, acne medication, drain cleaners, candles, carpet deodorizers, air fresheners, disinfectants, animal foods, blood, and body fluids.

Limited Fade Resistance Warranty**

Carpet Court New Zealand Limited' warrants that the SDN Solution carpet purchased will not fade from sunlight, resulting in a noticeable colour change of more than one unit on the AATCC Grey Scale under normal use for the warranty period specified on the product sample. To ensure that the carpet is not over exposed to direct sunlight, homeowners are recommended to use window protection (i.e. window treatments such as but not limited to curtains, blinds, shades, shutters) and to protect furnishings in home. This warranty allows for replacement of SDN Solution carpet to the affected area only, to the nearest join or doorway. If the existing carpet is not available at the time of a claim, the closest match in quality and style from the then current range will be provided. Note: In cases where the same carpet is still available at the time of a claim is made we cannot guarantee an exact colour match due to batch variations. **Exclusions:** The Fade Resistance Warranty excludes yellowing or oxidation of carpeting, pooling, watermarking, filtration, or colour change due to improper maintenance.

Limited Anti-Static Warranty**

Carpet Court New Zealand Limited' warrants that the SDN Solution carpet purchased will not generate static greater than 5.0 kilovolts, within the specified warranty period.

Limited Wear Warranty**

Carpet Court New Zealand Limited' warrants that the surface pile of the SDN Solution carpet will not sustain more than 10% abrasive wear as the result of normal foot traffic and use, within the specified warranty period, from the original date of installation. Abrasive wear means fibre-loss from the carpet through normal abrasion, not from crushing or flattening of the carpet pile in any area, or from staining, soiling, fading or other changes in carpet appearance. Always refer to the carpet sample to determine the warranty coverage or ask your retailer for more information regarding the warranty on a specific product. It is the responsibility of the purchaser and the flooring retailer to determine the correct carpet for the desired application. **Exclusions:** The Limited Wear Warranty excludes wrinkling, buckling, matting, crushing, traffic patterns, pooling, pile-reversal or any change in appearance. These are not manufacturing defects but are maintenance related issues. Snags and pulling of loops in carpet are not considered defects and are not covered in this warranty. It is the responsibility of the purchaser and the flooring retailer to determine the correct carpet underlay for the desired residential application.

**Your Limited Warranty Period

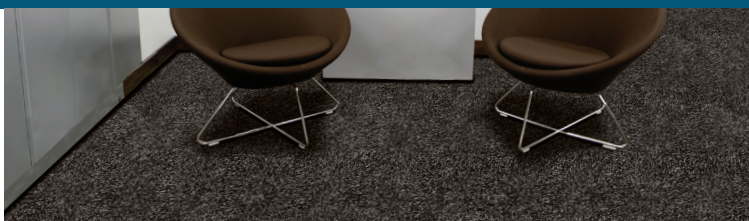
SDN Solution carpets are subject to terms, conditions and exclusions as outlined in this Warranty brochure. Warranties apply for a 5, 10, 15 years period from date of original installation and all Limited Warranties are Pro-rated, which means that warranty protection reduces over time. The following chart shows the percentage reduction that will apply to the SDN Solution carpet warranty protection over the 5, 10, 15 years limited warranty period. For example, in year 3 you will receive 60%-100% of the replacement value of the carpet. If the carpet is no longer available, the replacement will be limited to a SDN Solution carpet of comparable value.

Your Limited Warranty

Claim reported in	5 Year warranty	10 Year warranty	15 Year warranty
1st Year of installation	100%	100%	100%
2nd Year of installation	80%	90%	100%
3rd Year of installation	60%	80%	100%
4th Year of installation	40%	70%	90%
5th Year of installation	20%	60%	90%
6th Year of installation		50%	80%
7th Year of installation		40%	80%
8th Year of installation		30%	70%
9th Year of installation		20%	70%
10th Year of installation		10%	60%
11th Year of installation			50%
12th Year of installation			40%
13th Year of installation			30%
14th Year of installation			20%
15th Year of installation			10%

Consumers also have rights under the Consumer Guarantees Act 1993.

+Carpet Court New Zealand Limited is the importer and distributor of SDN Solution carpet.



General Terms, Limitations and Warranty Exclusions

Carpet Court New Zealand Limited' warranties outlined in this summary brochure apply to SDN Solution carpets only and do not apply to other products imported by Carpet Court New Zealand Limited'. Warranties are pro-rated which means that warranty protection term reduces over the 5, 10, 15 years term of the warranties.

The following general terms, limitations and Warranty exclusions apply.

Carpet Court New Zealand Limited' warranties apply only to carpet installed in residential housing. Carpets cannot be uninstalled and reinstalled. This will void the warranty. Commercial installations will void all warranties. Carpet Court New Zealand Limited' warranties cover first quality material only. Carpets sold as seconds, used, mill ends, and/or irregulars are void of all warranty coverage. Warranties are extended only to the original purchaser/installation and are not transferable unless otherwise stated.

Professional Installation Required

Have your carpet installed by a certified professional installer with strict adherence to accepted industry standards. All carpets must be installed indoors and using the stretch-in method over underlay. All Carpet Court New Zealand Limited' SDN Solution carpet warranties will become null and void if carpets are not installed properly. Unless otherwise specified, SDN Solution carpets should be installed in accordance with AS/NZS 2455.1:2007 - Textile Floor Coverings Installation Practice.

Improper Maintenance and Inadequate Care

Carpet Court New Zealand Limited' carpet warranties do not cover damage and carpet failure caused by improper maintenance and inadequate care, which could void all or part of the warranty. Please follow the recommendations outlined in the Caring for Your Carpet section of this brochure.

Accidents, Abuse, or Abnormal Wear

Carpet Court New Zealand Limited' SDN Solution carpet warranties do not cover damage resulting from accidents, abuse, abnormal wear, and/or acts of nature. Examples include but are not limited to fire, tears, pulls, snags, water damage, burns, melted areas, vacuum cleaner damage, medical equipment, wheelchairs, walkers, exercise equipment, and pet damage.

Indoor Pets

Carpet Court New Zealand Limited' SDN Solution carpet warranties do not cover damage and carpet failure caused by pets and/or animals. Pets can chew, claw, and tear your carpet. Pet accidents can cause excessive staining, delamination, and odour issues and are not covered under any warranty.

Carpet, in Utility Rooms, Bathrooms, in Kitchens, Outdoor

Carpets installed in kitchens, utility rooms, outdoor areas, or any other area subject to other than ordinary foot traffic and use are not covered under any warranty offered by Carpet Court New Zealand'.

Underlay Failure

Carpet Court New Zealand Limited' SDN Solution carpet warranties do not cover damages and/defects caused by carpet underlay failure, or carpets installed over existing underlay.

Moisture Problem

Carpet Court New Zealand Limited' SDN Solution carpet warranties do not cover damage or defects caused by wetting, flooding, leaks, humidity or presence of moisture and these will void the warranty.

Area Rugs

Carpet Court New Zealand Limited' SDN Solution carpet warranties do not cover area rugs or carpeting made into rugs.

Allergies and Asthma

Scientific evidence does not show a link between allergies and carpet, see www.carpet-rug.org for data. It is the consumers' responsibility to know what fibres and materials they are allergic to. Allergy and or asthma related issues are not covered by a Carpet Court New Zealand Limited' SDN Solution carpet warranty.

Changes in Carpet

Carpet Court New Zealand Limited' SDN Solution carpet warranties do not cover changes in carpet resulting from external causes, such as, pooling/watermarking or spills of household chemicals and other non-food and non-beverage substances. However, products specified by Carpet Court New Zealand Limited' carpet labelled with a Stain and/or Fade Resistance Warranty may be covered for certain changes due to external causes.

Differences from Sample

Carpet Court New Zealand Limited' SDN Solution carpet warranties do not cover minor and normal differences in colour or texture between the samples used to make the selection and the actual product received. Carpet colours can have a colour variance up to 10%.

Replacement of Discontinued Carpet

In the event that a Carpet Court New Zealand Limited' SDN Solution carpet has been discontinued and replacement of the product deemed necessary under the terms of a Carpet Court New Zealand Limited' SDN Solution carpet warranty, Carpet Court New Zealand Limited' will replace the carpet with one of comparable quality.

Geographic Locale

These Carpet Court New Zealand Limited' SDN Solution warranties are valid only in New Zealand.

Incidental or Consequential Damages

Subject to our obligations under the Consumer Guarantees Act 1993, Carpet Court New Zealand Limited' excludes incidental or consequential damages under these SDN Solution warranties. These damages would include but are not limited to any loss, expenses, or damages other than to the SDN Solution carpet itself that may be the result of a defect in the carpet. For the avoidance of doubt, nothing in this warranty is intended to limit or affect consumers' rights under the Consumer Guarantees Act 1993'.

Carpet Court New Zealand Limited' Limited Liability

Carpet Court New Zealand Limited' liability under the limited warranties will be limited to the actual cost of the SDN Solution carpet or cost of the repair or replacement of the affected area of the carpet extending to the nearest structure (i.e. wall, door, or separation). Carpet Court New Zealand Limited' reserves the rights to correct any defect prior to the carpet being replaced and/or removed.

If a replacement is needed, Carpet Court New Zealand Limited' will arrange credit to the installing flooring subcontractor as a percentage of the replacement cost of new carpet according to the terms defines under the warranty coverage. Carpet Court New Zealand Limited' reserves the right to Repair, Replace, or Refund depending on what Carpet Court New Zealand Limited' considers complies with the terms of specified warranty.