COMMERCIAL

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Warranty Document
Feltex Carpets Pty Ltd
(ABN 60 068 166 843)

WARRANTY*

To: All Floors Commercial ACT P/L
8 Raws Crescent
Hume ACT 2620

Reference: 7342
Issued Date: 01.09.2021
Invoice Date: 02.07.2021

Product: Mulberry Apts FR
Address of Installation: Mulberry Apartments
Period of Guarantee: 5 Years

FELTEX CARPETS PTY LTD ("Feltex") will supply to you the above product/s ("product") to specification in good condition and warranties, subject to the following conditions, that if in the period of warranty set out above from the date of invoice, the product installed at the above address fails to perform when subjected to normal use, due to any manufacturing defect, arising from either faulty materials or inferior workmanship, the defective product will be replaced or repaired (at Feltex's option), without further expense to the buyer.

The Warranty is subject to the following conditions:

1. The product must be expertly installed by competent tradesmen in accordance with the manufacturer's recommendation and AS 2455.1:2019 Textile Floor Coverings - Installation Practice - General and (if applicable) AS/NZS2455.2:2019 Textile Floor Coverings – Installation Practice Carpet Tiles".

2. The moisture in concrete slabs upon which the product is installed must not exceed that nominated in AS/NZS2455.1:2019 and AS/NZS2455.2:2019. Feltex recommends the "hood method" be used for surface RH testing.

3. An adequate maintenance programme must be instituted and implemented in accordance with AS/NZS 3733 Textile Floor Coverings – Cleaning Maintenance of Residential and Commercial Carpeting. Such maintenance programme must include, without limitation, regular vacuuming with an approved commercial type cleaner, if a tile product, rotation of tiles in traffic lanes when necessary plus professional spot cleaning where necessary and professional spot cleaning and professional steam cleaning where necessary, as dictated by local conditions.

4. Areas of product adjacent to hard floor surfaces must be adequately protected from cleaning or polishing agents or abrasive materials used in cleaning those hard floor surfaces.

5. Any incisions made during, or after, must be completed and reinforced by experienced carpet layers within a short period of time.

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6. The following are not included within the warranty and will not be the responsibility of Feltex:
   - Wilful or accidental damage to the products
   - Damage due to application of improper cleaning agents and/or methods or mishaps
   - Damage resulting from the use of mobile equipment
   - Permanent pile reversal (sometimes referred to as shading or watermarking)
   - Ozone damage or colour change or fading or discolouration resulting from external causes such as atmospheric or chemical influences

7. In this warranty, the term "normal use" shall exclude the following:
   - Areas subject to long term unprotected and localised use including areas under desks and chairs
   - Pool areas, gymnasiums, aerobic centres or similar facilities
   - Areas which have at any time been damp being retained under the impermeable protective covering or subject to mould through any other cause
   - Extended periods of vacancy
   - Areas subject to periods of extreme temperature and/or humidity variations
   - Areas subject to direct sunlight without adequate UV protection (e.g., curtains/blinds)
   - Any product subject to abnormal use or abused in any way
   - Stairways
   - Main entrance doors and foyers, lift cars and their approaches
   - Foot traffic usage in excess of an average of 12,000ft passages per week

Any claim should be made to the address set out above. You must bear your expenses of claiming under this warranty.

**In respect to transactions with consumers (as set out in section 3 of the Australian Consumer Law)*: These goods also come with guarantees 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