

## STANDARD PRODUCT WARRANTY

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Inspired Floorcoverings warrants our Inspired Floorcoverings product to be free from materials and manufacturing defects for a minimum of 10 years from the date of installation.

Inspired Floorcoverings further warrants that the product will not require replacement due to normal wear and tear within the stated limited warranty.

Inspired Floorcoverings brand products are warranted against excessive;

- Surface wear
- Edge ravel
- Backing separation
- Dimensional stability

If a product fails to perform as warranted, Inspired Floorcoverings will correct the problem in the affected area either by repair (at its option), replacement with comparable products at no extra charge. Liability of Inspired Floorcoverings is limited to the actual repair or replacement of defective carpet and does not cover special, indirect, accidental or consequential damages.

A sample of the affected product must be furnished for testing to verify any complaint. The warranty is on the condition that the sub-floor area is prepared, and the product installed in accordance with AS/NZ Carpet Tile Installation Standards and is maintained in accordance with a suitable maintenance programme.

Inspired Floorcoverings' warranty does not cover tears, burns, pulls or other damage, deterioration, neglect, misuse, improper maintenance, flood, excessive moisture, or use on stairs not fitted with commercial grade stair nosing.

To claim under this warranty, you should first contact the flooring contractor who installed the product to determine the cause of the problem. If you believe it to be a problem covered by the warranty, Inspired Floorcoverings will then attend the site, with both the flooring contractor and the client to determine if it is covered by the warranty. You will need to provide evidence of proof of purchase when we attend site.

**CASTOR CHAIR WEAR WARRANTY - SEVEN (7) YEARS If:**

- a) The product supplied by Inspired Floorcoverings is installed and remains indoors at a commercial, non-residential installation location;
- b) The floor is level and the product is installed and maintained.
- c) All castor chairs meet with relevant Australian and New Zealand Standards, are well maintained, are not defective and in good working order;
- d) The surface pile has worn by more than 15 per cent within 7 (seven) years from the date of installation, as measured in weight by fibre loss. Inspired floorcoverings will replace the defective part of the product. Inspired Floorcoverings' undertaking in this warranty is valid from the date on which the affected part of the product was initially installed, until the expiration of Seven (7) years.

August 13, 2018