



# ***Warranty Details***



[www.HassleFreeFlooring.co.uk](http://www.HassleFreeFlooring.co.uk)



# Lifetime Stain Guarantee

## Terms And Conditions For Domestic Installations Only

We would like to thank you for purchasing one of our **Hassle Free** carpets, we hope you enjoy the appearance and superior standards of our product for many years.

Our carpets are manufactured to the highest standards using the finest quality materials in order to provide you with a carpet that not only looks good but, with our **Lifetime Stain Warranty**, we are confident that your carpet will always remain looking as good as it did when you bought it.

In the unlikely event that you need to make a claim regarding your carpet purchase please refer to our terms and conditions below:

To qualify for coverage under this warranty, you must have had hot water extraction cleaning, (sometimes referred to as "steam cleaning"), carried out by a trained, qualified carpet cleaner, at least every 24 months since the date of purchase of your carpet. You must provide your receipts for proof of cleaning. Also, you must have tried cleaning the affected area of your carpet by using the cleaning procedures found in our guide before making a claim.

If the stain remains after you have tried these cleaning procedures you must have the stained area of your carpet professionally cleaned at your expense. If the affected area still remains unsatisfactory you should contact **www.HassleFreeFlooring.co.uk** within 30 days after the professional carpet cleaning was carried out. You must provide your receipts as proof that the carpet has been professionally cleaned.

For the Warranty Period stated, the surface pile of your carpet will resist food and beverage stains occurring during normal residential use subject to you following the recommended carpet care and cleaning procedures found in the cleaning guide on this Web site. **www.HassleFreeFlooring.co.uk** will, at our sole discretion, repair the affected area of your carpet containing the covered stain, or, if a repair cannot reasonably be made, we will replace the affected area of your carpet.

Cash refunds will not be offered under the Stain Protection Warranty, terms and conditions as follows:

- For the extent of the guarantee period after your carpet was purchased, the warranty covers a percentage of the original purchase price of the carpet starting from when you report your claim to **www.HassleFreeFlooring.co.uk** Customer Care under the **Stain Warranty**. The percentage operates on a straight line sliding scale such that a claim after three years against a 7 year guarantee credits you 4/7ths remaining value against a replacement carpet. You would be requested to contribute 3/7ths costs towards the replacement.
- We will not pay any costs associated with removing and disposing of your old carpet, installing the replacement carpet (such as the labour to install the carpet), or any other costs. Those costs remain your responsibility. If the identical carpet is not available, **www.HassleFreeFlooring.co.uk** will supply carpet of comparable style, quality, colour and value, as determined solely by us. If your present **Hassle Free** carpet is replaced under the **Hassle Free** Warranty, this warranty will not apply to any replacement carpet.
- The Stain Protection Warranty for your **www.HassleFreeFlooring.co.uk** carpet excludes general soiling, fading, shading or pile reversal, matting, wear, odour, burns, water damage, damage from improper cleaning or maintenance, damage from abnormal use or conditions, abuse, vandalism, or damage by smoke, fire, storm, flood, hurricane, wind, lightning, any other natural disaster or any act of God.



# Limited Time Wear Guarantee

## Terms And Conditions For Domestic Installations Only

If your carpet is used normally within the period of time stated on the guarantee it will not wear out.

If the carpet wears enough to expose the backing then we will arrange an independent inspection of the complaint and if it is found the carpet has worn out within the time period stated and has only been subjected to normal wear as determined by us then we will replace the carpet only at our cost the first year and thereafter the value the carpet less a percentage for wear equal to the percentage remaining on the guarantee. For example: If the carpet has a 10 year wear guarantee and it wears out in 4 years 40% of the carpets wear guarantee has been used so we will credit 60% towards the replacement cost of the same carpet and you would only be requested to contribute 40% towards the cost of replacement.

Wear is defined as actual loss of fibre, due to abrasion, from the surface pile of the carpet. When the carpet has "worn out" through abrasive action underfoot the backing becomes exposed and can be described as worn out or threadbare. This is the condition that qualifies a claim against the wear guarantee. Flattening matting and other textural changes to the pile surface may affect the appearance but do not form a valid claim against the wear guarantee neither does loss of appearance.

For the Warranty Period stated, the surface pile of your carpet will resist wear such that it will not become threadbare during normal residential use subject to you following the recommended carpet care and cleaning procedures found in the cleaning guide on this Web site. [www.HassleFreeFlooring.co.uk](http://www.HassleFreeFlooring.co.uk) will, at our sole discretion, repair the affected area of your carpet containing the wear, or, if a repair cannot reasonably be made, we will replace the affected area of your carpet taking into account the percentage age deduction. Cash refunds will not be offered.

During the period of time covered by your guarantee the warranty covers a percentage of the original purchase price of the carpet depending on when you report your claim to [www.HassleFreeFlooring.co.uk](http://www.HassleFreeFlooring.co.uk) Consumer Care under the Hassle Free Warranty.

If the carpet has worn out during the guarantee period and the claim is accepted we will repair or replace, at our option, the affected area of your carpet under the Stain Protection Warranty as follows:

- For the extent of the guarantee period after your carpet was purchased, the warranty covers a percentage of the original purchase price of the carpet starting from when you report your claim to [www.HassleFreeFlooring.co.uk](http://www.HassleFreeFlooring.co.uk) Customer Care under the Wear Guarantee Warranty. The percentage operates on a straight line sliding scale such that a claim after three years against a 7 year guarantee credits you 4/7ths remaining value against a replacement carpet. You would be requested to contribute 3/7ths of the cost towards the replacement.
- We will not pay any costs associated with removing and disposing of your old carpet, installing the replacement carpet (such as the labour to install the carpet), or any other costs. Those costs remain your responsibility. If the identical carpet is not available, [www.HassleFreeFlooring.co.uk](http://www.HassleFreeFlooring.co.uk) will supply carpet of comparable style, quality, colour and value, as determined solely by us. If your present **Hassle Free** carpet is replaced under the Wear Guarantee Warranty, this warranty will not apply to any replacement carpet.
- The Wear Guarantee Warranty for your **Hassle Free** carpet must have had the carpet fitted and sold in accordance with BS: 5325 and excludes general soiling, fading, shading or pile reversal, matting, abnormal wear, odour, burns, water damage, damage from improper cleaning or maintenance, damage from abnormal use or conditions, abuse, vandalism, or damage by smoke, fire, storm, flood, hurricane, wind, lightning, any other natural disaster or any act of God.



# Limited Time Fade Resistance Guarantee

## Terms And Conditions For Domestic Installations Only

We use the latest manufacturing processes, chemicals and techniques to ensure the best possible fastness to fading.

If doors and windows are left open for extended periods of time then direct sunlight will cause fading. Fading can still occur through glass but with double glazing this will be reduced.

Note: Dimpled glass windows close to the floor can cause the fibres to melt and damage the fibres as can the incorrect use of an upright brush action vacuum and this is not covered by any guarantee.

The colour is added to the fibre prior to the extrusion stage therefore locking it in when manufactured. However light passes the fibre meaning that sunlight can still affect the colour pigment over time despite all the care we take in manufacture. We ensure that your carpet will meet the requirements of BS: 1006 fastness to light.

- Colour changes due to actual fading are only covered if the light fastness of the material falls outside the required fastness to light - min 5 ( BS:1006)
- Colour changes due to soiling, staining, pile flattening and shading such as pressure banding from storage, temporary shading, tracking or pile reversal causing light and dark patches are not covered by the guarantee.
- We recommend that the carpet is protected from strong sunlight and heat combinations by the use of blinds and curtains. The Most affected areas are open doors, windows with patio windows and low level windows being the most affected. South facing windows and doors are more susceptible than North facing ones..

