

5 YEAR LIMITED PRODUCT WARRANTY

Fibre-Bonded Carpets



1800 35 75 85
Nolancarpets.com.au

Nolan Fibre-bonded Carpet Range

5 Year Limited Product Warranty



Nolan.UDA Pty Ltd ABN 28 135 927 249 trading as the Nolan Group guarantees the Nolan Fibre-bonded Carpet Range is manufactured in accordance with the stringent ISO 9001 international quality control standards. If received in original condition and installed to Australian Standards AS2455.1: 2007 'Textile floor coverings installation practice', Nolan Fibre-bonded Carpets are guaranteed against all manufacturing defects and are supported with a 5 year warranty (unless otherwise indicated) in accordance with the details stated below.

The warranties described in this document only relate to manufactured goods. Installation warranties should be sought from the installation business completing the installation.

Surface Wear: 5 Years

The Nolan Fibre-bonded Collection will lose no more than 15% of pile weight and will maintain a serviceable surface provided the carpet is installed and maintained in accordance with the Nolan Carpets supporting documents (Care & Maintenance Guide and Installation Instructions), the terms of which are incorporated into this warranty. The Installation Instructions are provided with the product and are otherwise available at the following web-address: www.nolans.com.au

Colourfast and UV Degradation: 5 Year Indoor / 2 Year Outdoor

The Nolan Carpet Tile Collection when maintained in accordance with the Nolan Carpets Care & Maintenance Guide will resist colour degradation when exposed to light and atmospheric contaminants. This warranty does not include batch variation or gradual colour change which is considered acceptable under general industry tolerances. Where internal installations are subject to constant direct sunlight such as large floor to ceiling windows, the outdoor warranty may apply.

Static Control: Lifetime Warranty

Nolan Group guarantees that in a normal commercial environment, the Nolan Fibre-bonded Carpet Range will not generate an electrical charge greater than 3.5KV.

Zip or Fray: Lifetime Warranty

Nolan Group guarantees the Nolan Fibre-bonded Carpet Range will not zip or fray for the serviceable life of the product.

Warranty Exclusions and Conditions

If any carpet covered under this warranty does not comply with the warranty, then Nolan Group will replace the carpet. The Nolan Group is not liable for installation costs in respect of a replacement under this warranty.

This warranty does not cover:

- (a) The use of the carpet for a purpose other than its intended purpose.
- (b) Liquid damage (including stains) from any source.
- (c) Excessive wear or damage in an isolated areas as a result of chairs or furniture with castor wheels or sharp edges.
- (d) Any form of intentional or accidental damage including, but not limited to damage caused by tearing, burns, cuts, dragging objects across the carpet such heavy furniture, etc.
- (e) If the installation is defective or sub-standard.
- (f) Pile flattening, permanent pile reversal and tracking.

If the environment involves chairs or furniture with castor wheels or sharp edges, appropriate protection must be used such as static desk mats.

To the extent permitted by law (including the Competition and Consumer Act 2010 (Cth)), all other express and implied warranties are specifically disclaimed.

Any replacement carpet will be warranted only for the remainder of the original warranty period.

This warranty is non transferrable and only applies to the original purchaser. Nolan Group is not liable for any direct or indirect consequential damages whatsoever. Prior to any re-works, there must be an agreement in writing between Nolan Group and the customer. In the event of a dispute, an independent industry body such as the Australian Carpet Institute of Australia will be asked to review the installation and provide a recommendation.

It is reasonable to apply a depreciation warranty if the customer has received some serviceable life from the product. This warranty is based on a depreciation scale which is effective from the Nolan Group's original date of invoice and is calculated on the original invoice amount. Where the product is deemed to have failed in relation to this warranty, the Nolan Group reserves the right to replace the affected room / area or refund the original purchase price based on the pro-rata basis outlined below.

Year 1 100% **Year 2** 50% **Year 3-4** 30% **Year 5** 10%

How to make a Warranty Claim

In order to make a claim if you are an end user, please first approach the business that arranged for the installation of the carpet and request them to make contact with the Nolan Group on your behalf.

In order to make a claim if you are a customer, you will need a copy of the tax invoice issued by Nolan Group. You must also provide full details of the problem (including photographs) and forward them to the contact details below.

Contact details

Name: Nolan.JDA Pty Limited
Business address 8 St James Place, Seven Hills NSW 2147
Phone Number: 1300 35 75 85
Email address: info@nolans.com.au