

Letter of Warranty

Welspan Living Ltd.

It's the truth that no wall to wall (Broadloom) carpet is designed to last forever but, Welspan takes pride in providing you the carpets that lasts much longer, with the best quality standards and design features maintained all along.

Warranty For 7 years

Wearing of Face Fibre*	10% over the warranty period
Static Generation*	Static discharge of over and above 3.5 KV in your carpet is covered under the warranty policy.
Matting and Crushing*	Any form of matting and crushing below texture rating of 2.0 in your carpet is covered under the warranty policy.
Flammability* (Radiant Panel)	Complied with ASTEM E 648, Class I rating
Delamination of Backing*	Delamination of carpet is covered for primary backing under the warranty policy excluding water / liquid flooding condition
Tuft Bind*	Complied to ISO 4919: 2012

We recommend Welspan Carpet Care Service Network as the best way to maintain and prolong the life of Wall to Wall (Broadloom) carpets.

Warranty Terms and Conditions:

The following terms and conditions (the “Warranty Terms and Conditions”) apply to all the warranties made by Welspan Living Ltd for Wall to Wall (Broadloom) carpet sold by Welspan Living Ltd.

These warranties are subject to the limitations and exclusions set forth in these Warranty Terms and Conditions and in the individual warranties.

These warranties only apply to carpet maintained and installed in accordance with Welspan’s then current published instructions for installation, orientation, and maintenance (which are specific for each carpet product), installed in an indoor environment and properly maintained in accordance with the Welspan’s **Carpet Care and Maintenance Spec Sheet and maintenance records will be demanded upon warranty claim.**

These warranties shall not apply to carpet which has been placed in storage for extended periods, exposed to temperature extremes, or bent or deformed.

To qualify for the coverage under all limited warranties outlined in this warranty brochure, you must have to strictly follow the Dos and Don’ts as specified in our **Wall to Wall (Broadloom) Carpet Care and Maintenance Spec Sheet.** Failing to do so will void your warranty coverage.

Additionally, these warranties do not cover damage arising from any use that is different from the normal, intended use of carpet, including, but not limited to,

- (i) Damage caused by chlorinated or any other solvent-based cleaning agents.
- (ii) Damage caused by exposure to substances or contaminants which degrade or destroy colour in carpet.
- (iii) Damage caused by use of inappropriate maintenance methods or unapproved maintenance service providers.
- (iv) Damage caused by sharp objects and the like.
- (v) Damage caused by the installer or the workmanship of the installer (if not installed by Welspan)
- (vi) Damage arising from the condition of the sub-floor (i.e. undue moisture).

Pile crushing or damage due to the impact of heavy object dragging or any other related abuse are not warranted.

Warranty coverage begins on the date of purchase and continues up to the time period as specified in the warranty package.

Purchaser’s exclusive remedy for any and all losses or damages resulting from defective carpet shall be the repair or replacement of the carpet in the affected area, as determined by Welspan in its sole discretion. The selected remedy shall reflect the previous usage of the carpet and may take the form of credit toward future purchases. This shall be the purchaser’s sole remedy. If replacement is chosen by Welspan as the appropriate remedy, Welspan will not be responsible for additional expenses including but not limited to:

- (i) Labor
- (ii) The removal of furniture, partitions, temporary walls and the like which are located on, above, or around the carpet installation.
- (iii) Any ancillary fees or costs, including, but not limited to building charges for use of elevators, air conditioning, utilities, after-hours access or charges for freight, shipping or handling.

These additional expenses shall be borne by the purchaser. Replacement will be made with a current, comparable Welspan carpet.

Warranty coverage is limited to the original purchaser of the carpet (which includes anyone purchasing carpet through a dealer), and is not transferable. Welspan requires the original sales receipt or other documentation as proof of warranty coverage.

Obligations of Purchaser-Owner:

Purchaser/Owner must submit notice of all claims under this warranty within the warranty period and comply with any other obligations under the warranty.

Claims must be submitted in writing and delivered to Welspan .

All areas in which carpet is to be replaced must be cleared of all furnishings and other items or materials that had been installed over the affected carpet at Purchaser/Owner's expense.

For answers to questions about the warranties and/or test procedures supporting these warranties please contact Welspan.