

Broadloom 10-Year Commercial Limited Warranty For Unitary Products With Non-Solution-Dyed Yarn

Statutory Guarantees under the Australian Consumer Law:

Our goods 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.

In addition to buyers' rights and remedies under the Australian Consumer Law specific Shaw Contract products listed below are also covered by extended warranties with the following conditions:

- a. The product must be installed in accordance with the Company's installation guidelines and specifications.
- b. The product must be maintained in accordance with the Company's cleaning and maintenance guidelines and such product care must continue throughout the duration of the original installation.

Damage resulting from a failure to follow installation and cleaning/maintenance guidelines will not be covered under this warranty. Installation guidelines and product care recommendations are available through your dealer, www.shawcontract.com/en-au, or from a service representative at 1800 556 302.

Shaw Contract Australia Pty Ltd. ("Company") warrants this **Unitary broadloom product with non-solution-dyed yarn** (such as skein dye, beck dye, space dye or a combination of non-solution-dyed yarns) when used in the proper fit-for-use indoor commercial applications. The warranty belongs to you, the original end-use purchaser, and begins when you purchase the carpet and extends for the limited warranty period stated above and for the original installation. The warranty is further limited to the period of time the carpet is owned and maintained by the original end-use purchaser. The basis of any warranty-related claim is the original Company or authorised dealer invoice.

The carpet must be installed in accordance with the Company's installation guidelines and specifications. The product must be maintained in accordance with the Company's cleaning and maintenance guidelines and such product care must continue throughout the duration of the original installation. Damage resulting from a failure to follow installation and cleaning/maintenance guidelines will not be covered under this warranty. Installation and carpet care guidelines are available through your dealer, the website, or from a service representative at the phone number below.

Shaw Contract Group Australia Pty Ltd

ABN 60 138 198 697

PO Box 4668, East Richmond, VIC 3121 Ph. 1800 556 302

shawcontract.com/en-au

WHAT THE WARRANTY COVERS

Under normal use during the warranty period when installed and maintained as recommended, the Company warrants the following:

- **Abrasive Wear**– This carpet will lose no more than 10% of the pile face fibre, by weight. This warranty does not cover appearance retention, matting and crushing and normal appearance changes.
- **Static Protection**– This carpet will not generate static build-up in excess of 3.5 kV, during the warranty period as tested by AATCC Test Method 134.
- **Tuftbind/Zippering**– This backing system will provide superior tuft bind properties.
- **Edge Ravel**– This carpet will not edge ravel when seams are properly sealed according to installation guidelines.

WHAT CONDITIONS APPLY?

- For jobsite and floor preparation conditions, see product-specific installation guidelines.
- Any moisture-related testing (i.e. calcium chloride, relative humidity and pH) is not the responsibility of the Company and all issues related to moisture, including any carpet-related issues, are excluded from this warranty.
- Chair pads are recommended under roller caster chairs to inhibit premature wear of the surface of the carpet.
- Replacement carpet will come only from current running-line products comparable to the warranted product.

THIS WARRANTY DOES NOT COVER THE FOLLOWING:

- Carpet installed on stairs or in areas subject to abnormal foot-traffic use (i.e. golf spikes, other spiked footwear, ski boots, and the like).
- Damage from flooding or excessive moisture from existing moisture or alkalinity related issues.
- Burns, cuts, fading, matting, pills, pulls, odour, soiling, staining, tears or damage due to improper installation.
- General soiling, discoloration, appearance change due to pile distortion, and exposure to substances or contaminants which degrade or destroy yarn or the colour of the carpet.
- Carpet which has been surface treated with materials not recommended by the Company or which have been subjected to abnormal use or to cleaning agents or maintenance methods not recommended or approved by the Company.

WHAT IF YOU NEED WARRANTY SERVICES

To register installation, or to make an enquiry as to warranty, buyers should contact your authorised dealer,

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Shaw Contract sales representative, or Shaw Contract Customer Care Centre on 1800 556 302. In order to make a claim under warranty, buyers should contact the Shaw Contract Customer Care Centre without delay by telephone (1800 556 302) or email (warranties.au@shawcontract.com).

Please provide a valid proof of purchase and a detailed description of the issue, along with photographs showing the concern. Samples should be submitted for review/testing when available. A Shaw Contract claims representative will thoroughly evaluate your claim. Any costs incurred by a buyer in lodging a claim are not refundable under warranty.

CONTACT DETAILS:

Shaw Contract Group Australia Pty Ltd
ABN 60 138 198 697
PO Box 4668, East Richmond, VIC 3121
Customer Care Centre Telephone: 1800 556 302
Email: warranties.au@shawcontract.com
www.shawcontract.com/en-au

WHAT WE WILL DO

If we find a defect covered under this warranty, we will repair the affected area to conform to the warranty. If repair is not commercially practical, the Company may, at its sole option, replace the affected carpet or refund the proportional purchase price for the affected area. The Company will pay the reasonable costs for product, freight and labour. Any costs incurred for moving equipment, furnishings, partitions and the like that were installed over the Company's commercial product will be at the customer's expense.

NOTE: The warranty is not transferable. It extends only to the original end-use purchaser. Shaw Contract Group Australia Pty Ltd. does not grant to any person or entity the authority to create for it any obligation or liability in connection with this product. Shaw Contract Group Australia Pty Ltd. shall not be liable to the consumer or any other person or entity for any incidental, special or consequential damages, arising out of breach of this limited warranty or any implied limited warranty (excluding merchantability).