

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:

- The product 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 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 its LokDots™ Installation System For Carpet Tile when used in commercial applications. LokDots™ Installation System for Carpet Tile is a pressure sensitive hot melt adhesive application system for the installation of EcoWorx and StrataWorx. LokDots should not be used for PVC, felt backed cushion tiles or tiles that contain plasticisers.

LokDots technology, under normal use, will retain proper adhesion to the floor and prevent shifting of the tile when properly applied to the back of the approved carpet tile.

This Commercial Limited Warranty begins when the carpeting is installed using LokDots and continues through the life of the original installation. The carpet must be installed in accordance with the Company's installation guidelines and specifications.

This warranty is further limited to the period of time owned and maintained by the original end use purchaser. The basis of any warranty related claim is the original Company invoice or authorised Company dealer invoice.

WHAT THE WARRANTY COVERS

LokDots Installation System - The Company, subject to the terms and conditions set forth below, warrants that the LokDots Installation System will be free from manufacturing defects and will adhere to the floor under normal usage for the time period stated in this limited warranty (“warranty”), when used in accordance with

1. The Company’s technical data sheets and other written instructions,
2. Applicable building codes and regulations and
3. Standard industry practices.

It is the sole responsibility of the installer, general contractor, architect of record or owner, as a condition of warranty coverage, to first determine the suitability and compatibility of our product of the user’s intended use. LokDots is not a moisture remediation solution. If visible moisture is present or there are known moisture issues such as hydrostatic pressure, additional steps should be taken to address the moisture issues.

WHAT CONDITIONS APPLY?

The LokDots adhesive system must be used in accordance with The Company’s published pre-installation and jobsite installation instructions. It is required that the following steps be followed prior to installation:

- All substrates must be dry and completely free of dust and dirt, paint, oil, curing or release agents, unapproved sealers or existing adhesives, or anything that would interfere with the adhesive making a good bond directly to the substrate. Refer to the substrate preparation guidelines per current CRI 104.
- Use only mechanical means to remove existing adhesives, and then finish removal by sanding, grinding, or blasting until the bare concrete surface is exposed. Do not utilize solvents or chemical cleaners on the substrate.

THE LOKDOTS ADHESIVE WARRANTY DOES NOT EXTEND TO OR COVER FAILURES RESULTING FROM 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) is excluded.
- Damage from flooding, excessive moisture from existing moisture issues or installing LokDots over visible moisture.
- Failure to follow all pre-installation, layout, installation and application instructions.
- Uneven subfloors beyond the manufacturer’s specifications and tolerances.
- Subfloors on which liquid adhesive removers have been used.
- Unapproved subfloor materials.
- Improper material selection.
- Improper substrate preparation.

The LokDots system of installation is not intended to be a moisture barrier against hydrostatic pressure in concrete.

WHAT IF YOU NEED WARRANTY SERVICES

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

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