

# 10-YEAR WARRANTY



## POLYESTER WARRANTY

Standard Carpets gives a warranty of 10 years to all its polyester carpets to remain stain resistant against most household food and beverage substances from the date of original installation in an owner-occupied residence. All Standard Carpets polyester carpets are warranted against:

### WEAR

Standard Carpets warrants that the surface pile of polyester carpet will not wear more than 20% in any area of the carpet for a period of ten (10) years when used in an owner-occupied residence in a proper indoor installation. To know more about proper installation please read our installation manual.

### LIMITED LIFETIME PET URINE STAIN

Standard Carpets warrants that polyester carpet will resist staining caused by pet urine stains.  
Exclusion: This warranty excludes any urine stain other than the pet. Pet faeces and vomit are excluded.

### LIMITED 10 YEAR SOIL WARRANTY

Standard Carpets warrants that polyester carpet will resist soiling by most common household soil for a period of ten (10) years when used in an owner-occupied residence in a proper indoor installation.

### LIMITED 10 YEAR TEXTURE RETENTION

This warranty protects the original purchaser, provided the carpet is for residential use in an owner-occupied residence and has been properly installed. Standard Carpets warrants that this carpet will not exhibit significant loss of texture from foot traffic for a period of ten (10) years when used in a proper indoor, residential installation. For the purpose of this warranty, matting is defined as the loss of twist from the tips of the pile tufts and entanglement of the fibres. Crushing is defined as the non-restorable loss of pile thickness due to foot traffic only.

Exclusion: The texture of any carpet will change to some degree in heavy traffic areas. Such conditions constitute normal wear and are not covered by this warranty, which is intended to protect you from excessive appearance change. This warranty does not include usage on stairs, crushing caused by furniture or any other objects.

### LIMITATIONS - THIS WARRANTY DOES NOT INCLUDE:

This warranty does not cover burns, cuts, pulls, tears or any other damage caused from substances such as bleaches, caustic chemicals, insecticides, paints, shoe polish, lipstick, plant food, dyes, oil based substances and improper cleaning agents or methods. As long as the carpet has been installed in accordance with Standard Carpets installation methods, we will offer to repair, offer an allowance, or offer a credit to cover the cost of repair or material only to the affected area. The credit will apply to new carpets of the same or equivalent quality and will be passed to your retailer.

Standard Carpets does not warrant carpet placed in areas where extreme points load are sustained for prolonged periods of time, problems or loss caused by carpet placed under damaged castor chairs wheel, misuse, improper maintenance, flood/excessive moisture, excessive alkalinity. Standard Carpets liability is limited to repair or replacements as stated herein. Moisture and PH testing are not the responsibility of Standard Carpets and any related issues to moisture and ph. testing are specifically excluded from the warranty.

Products containing antimicrobial are warranted to maintain antimicrobial effectiveness, and products constructed of 100% solution dyed polyester yarns are

warranted against excessive color loss due to normal exposure to indoor light.

This warranty shall be void if products are not handled, installed and maintained as per Standard Carpets installation guide. This warranty does not cover any problems or damages related to the use of non-recommended adhesives.

Standard Carpets will not be liable for any incidental, indirect, special or consequential damages in any case.

Should it be necessary to replace the carpet, Standard Carpets will not be responsible for the expense of removal of furniture, partitions, temporary walls, and the like which are located on, above, or around the carpet installation; these expenses shall be borne by the owner.

Warranty claims must be made in writing to Standard Carpets or your retailer within a reasonable time from the discovery of the claimed warranted defect, but in any event, must be received no more than ninety (90) days from the time the claimed defect was discovered. Following receipt of a claim, your retailer's representative will visit the site to determine whether the identified issue is one that is covered by this warranty.

Warranty claims must be addressed to:

Standard Carpets Ind. LLC,  
Dubai Industrial Park,  
P.O. Box 490014, UAE

or [info@standardcarpets.com](mailto:info@standardcarpets.com)

For Further info please visit our  
website:  
[www.standardcarpets.com](http://www.standardcarpets.com)

## QUICK GUIDE



How to ensure fast and easy  
warranty service:

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Retain two square feet of excess, unused  
carpet after installation.

Keep your original carpet purchase receipt.

Keep a list of all the products used to clean  
your carpet.

