

## Carpet Tile 15-Year Commercial Limited Warranty For StrataWorx® With 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:

1. The product must be installed in accordance with the Company's installation guidelines and specifications.
2. 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](http://www.shawcontract.com/en-au), or from a service representative at 1800 556 302.

Shaw Contract Australia Pty Ltd. ("Company") warrants this StrataWorx® carpet tile product made with 100% solution-dyed yarn 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. Under normal use during the warranty period when installed and maintained as recommended, the Company

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](http://shawcontract.com/en-au)

## WHAT THE WARRANTY COVERS

---

warrants the following:

- **Abrasive Wear**- This carpet using our approved face fibre will lose no more than 10% of the pile face fibre, by weight. This warranty does not cover appearance retention, matting, crushing, and normal appearance changes.
- **Static Protection**- This carpet will not generate static build-up in excess of 3.5 kV as tested by AATCC Test Method 134.
- **Stain**- This carpet will resist permanent stains caused by acid-based spills.
- **Colourfastness to Light and Atmospheric Contaminants**- Carpet made exclusively with 100% solution-dyed yarn will not display a significant change in colour due to exposure to light or exposure to atmospheric contaminants (Ozone or Oxides of Nitrogen).
- **Edge Ravel**- This carpet will not edge ravel.
- **Tuftbind/Zippering**- This backing system will provide superior tuft bind properties.
- **Delamination**- This backing will not delaminate from the face carpet.
- **Dimensional Stability**- This backing will provide dimensional stability, per the AACHEN Test.

## WHAT CONDITIONS APPLY?

---

- For jobsite and floor preparation conditions, see product-specific installation guidelines.
- Any moisture-related testing (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.
- For best results, ambient temperatures should remain above 10°C and the ambient humidity should not fall below 40% RH.
- 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.
- In order to make a claim under this guarantee, the owner must have attempted to remove the stain within (3) three working days after occurrence of the spill using the Company's recommended cleaning procedures and must notify the Company immediately if stain removal is not successful.
- The owner must allow a Company representative to attempt to remove the stain. If, under testing and analysis performed by the Company, and subject to other limitations set forth herein, the tested carpet or the cleaned area is found to have a rating of less than 8 under the AATCC 175, Stain Resistance of Pile Yarn Floor Covering Test, the Company will pay for the attempted removal of the stain by the Company representative and replace the original carpet in the affected area, up to 100 times the size of the stain, free of charge, including installation. If the stain is removed as warranted, all stain removal costs will be the responsibility of the owner.

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](http://shawcontract.com/en-au)

## **THIS WARRANTY DOES NOT COVER THE FOLLOWING:**

---

Carpet installed on stairs or in areas subject to abnormal foot-traffic use (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. Visible seams are excluded due to the nature of some patterns, some styles will show seams more than others, this is part of the product and is not a manufacturing defect.

## **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](mailto: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](mailto:warranties.au@shawcontract.com) [www.shawcontract.com/en-au](http://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 carpet or refund the proportional purchase price for the affected area. If the product is no longer available, the Company may provide a comparable running line replacement product in terms of quality and price. The Company will pay the reasonable costs for product, freight and labour for the first 10 years. After 10 years, the Company will pay 50% of the product costs. 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.

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](http://shawcontract.com/en-au)

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).

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](http://shawcontract.com/en-au)