

## Millennium Weavers Europe – Wear Warranty Statement and Policy



All Millennium Weavers products are produced to exacting raw material and production specifications which give us the confidence to offer this warranty and provide complete peace of mind to the consumer.

“Wear” in relation to the terms of this warranty is the wearing of the pile surface through to the backing under normal conditions of domestic use, where any area of backing, approximately 10cms in diameter is visible.

The warranty does not cover, flattening, matting, shading, pile reversal, fading and damage or wear due to abuse, misuse or poor maintenance. The warranty applies only to carpets originally fitted and will not apply to carpets that have been moved, altered or already replaced under the terms of this warranty or to underlay or any other items which may have been affected.

General Conditions.

1. The wear relates to normal indoor use installed in a single family domestic residence.
2. All carpet covered by this warranty must be installed over an appropriate quality of underlay and in accordance with BS 5325 by a professional fitter.
3. The carpet must be regularly maintained i.e regular vacuum (at least weekly) and must be cleaned professionally, at least once every 2 years from the date of purchase and recorded evidence is kept.
4. The warranty is for the original purchaser only and is not transferable.
5. The warranty is specific to the wearing out of the pile surface through to the backing. Whilst we manufacture all our products to be suitable for a wide area of applications, we cannot warrant against the change of the pile surface appearance as mentioned above whilst in general use.

\*The level of warranty is dependent on the product purchased.

What you need to do:

1. You must retain your proof of purchase and a date of when the carpet was installed.
2. You must maintain the carpet in accordance with the general conditions of this warranty policy.
3. You should retain an unused offcut which may help us to determine if any manufacturing defect was present in the event of any claim being made.
4. In the event of a warranty issue or claim your first point of contact should be the retail outlet where you purchased the carpet who should then carry out an inspection of the carpet to determine firstly whether the claim is justified. They can follow our complaints procedure whereby we will have the right to arrange our own independent inspection of the carpet and further testing of the carpet to determine the defect to enable us to make a judgement.

*Please note the terms of this warranty does not affect your statutory rights.*

# Millennium Weavers Stain Warranty Statement

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All Millennium Weavers products are produced to exacting raw material and production specifications which give us the confidence to offer this warranty and provide complete peace of mind to the consumer.

Millennium Weavers carpets are manufactured to resist stains by utilising the inherent properties built into the fibre. All household food & drink stains will be removable using the instructions and techniques outlined in this guide. Please follow these instructions carefully.

Simple maintenance will not only protect the look and performance of the carpet – but also prolong its life.

What you need to do:

1. You must retain your proof of purchase and a date of when the carpet was installed.
2. You should retain a piece of carpet approx 18" x 18" of excess, unused carpet after installation.
3. Have your carpet cleaned in accordance with the care and maintenance instructions outlined in this warranty statement and cleaning guide.
4. Keep a maintenance record by way of all receipts of professional cleaning and a list of all products used to clean and maintain your carpet.

The warranty:

This warranty from Millennium Weavers is applicable to staining only on carpets purchased, fitted and used in the U.K, Channel Isles and Southern Ireland.

The retailer may offer its own warranties on the carpet you purchase for which they are solely responsible.

Limitations, conditions and exclusions:

6. The stain warranty relates to normal indoor use installed in a single family domestic residence.
7. All carpet covered by this warranty must be installed by a quality fitter in accordance with BS 5325.
8. The warranty is for the original purchaser only and is not transferable.
9. The carpet must be regularly maintained i.e regular vacuum (at least weekly) and must be cleaned professionally, at least once every 2 years from the date of purchase and recorded evidence by way of a receipt is kept showing the date of cleaning and the name of the cleaner.

The following exclusions apply to warranted carpets with a face pile yarn of 80% or more Polypropylene.

1. All pigment stains; that is stains which contain pigment dyes such as mustard, shoe polish etc.
2. Discolouring or shading changes to the carpet due to normal soiling, flattening of the pile, abrasion, pile reversal or constant exposure to direct sunlight.
3. Staining due to improper cleaning methods, chemicals, chemical applications or their incorrect use.
4. Permanent staining due to abnormal usage, conditions including wilful acts of gross negligence.
5. All costs incurred relating to professional cleaning, historical or recent. All costs relating to the replacement of underlay, accessories, uplifting and moving of furniture, carpets and any other items during installation including any new installation costs should a replacement carpet be offered.

\*The level of warranty is dependent on the product purchased.

*Please note the terms of this warranty does not affect your statutory rights.*