

Axminster Limited Warranty

Product

ENCORE warrants ENCORE Axminster carpet (first quality) to be free from manufacturing defects arising from faulty manufacture or the use of faulty materials for ten (10) years from date of purchase according to the terms listed below. The Limited Warranty remains in effect for the full specified term provided that the product is owned and maintained by the original and end-use purchaser in the original indoor installation location. The Limited Warranty is non-transferable.

In the event of a complaint arising that can be shown to relate to manufacturing fault, or the use of faulty materials, ENCORE will repair, replace, or compensate to an extent, which relates to the length of time the carpet has been in use and the type of problem that has arisen.

As with all installations, there may be specific areas, which are subject to very heavy wear conditions, such as turning points and stairs. We always advise the provision of attic stock to replenish these areas if problems occur.

This warranty does not cover tears, burns, pulls, cuts, or damage caused by improper use. This warranty does not cover any edge finishing such as binding provided by ENCORE.

Installation / Workmanship

ENCORE does not warranty the installers' workmanship. Workmanship errors should be addressed to the contractor who installed the floor. ENCORE Axminster carpet should be professionally installed by contractors who have demonstrated expertise in installing Axminster patterned carpets according to the specification type and installation method specified.

This warranty shall apply only to carpets that have been installed and maintained in accordance with agreed standards and recommendations. For a copy of ENCORE installation Instructions and Cleaning Guidelines, please contact your local rep or download from our website at www.encorehospitalitycarpet.com.

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Carpet Stain Warranty Exclusions: Non-food and non-beverage substances. Foods and beverages that contain strongly colored natural disperse dyes as found in products like mustard, herbal tea, hot coffee, etc. Substances which destroy or change the color of carpets such as but not limited to strong acids, strong alkalis, bleaches, acne medication, drain cleaners, plant food and pesticides. Discoloration from grease, asphalt, tar, paints, ink, dyes, solvents, rust, blood, or cement. Stains from vomit, urine, feces. Abnormal use or conditions such as but not limited to water damage from plumbing, storm, or flood damage. Conditions resulting from improper cleaning methods, improper care and maintenance, materials, or the use of non ENCORE recommended equipment for cleaning.

The aforestated warranty may be voided if the correct maintenance program is not implemented. This warranty supercedes all previous warranties.