Warranty
Nylon Carpet

robert malcolm

Robert Malcolm have been supplying the New Zealand market with floorcoverings for over 140 years. Our products have been developed with quality and performance in mind, and along with our warranties, this will give you confidence in your purchase.

Purchaser's Responsibilities:

- Robert Malcolm carpet must be purchased through an approved dealer.
- Robert Malcolm carpet must be installed in accordance with the New Zealand Flooring Installation Standard (AS/NZS 2455.1:2007) on a new underlay.
- Warranties apply to the original purchaser of the carpet and are not transferable
- Keep proof of purchase from your flooring retailer with proof of installation date.

Wear: 15 years

Robert Malcolm warrants from the date of the original purchase the carpet will not experience fibre loss from abrasion by more than 10% under normal residential wear application. Abrasive wear does not mean crushing or flattening of the carpet pile. Vacuum cleaners should have strong suction and no beater brush. Matting generally occurs as a result of pile flattening with the entanglement of fibres. This occurs in all tufted carpets, and is more likely to happen in high traffic areas such as doorways, stairs, and in front of seating areas.

Fade Resistance: 15 Years

Robert Malcolm warrants that from the date of the original purchase your carpet will not display significant fading due to light exposure. For floor areas that are exposed to strong sunlight, UV window protection along with the use of curtains, blinds, shades and awnings are recommended.

Stain Resistance: 10 Years

We warrant that your Robert Malcolm carpet will resist most common household food and beverage stains that occur during normal residential use for 10 years. The following are excluded from this Warranty:-

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Wellington 04 568 4620
Christchurch 03 366 9839

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South Hornby, PO Box 914,
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- Hot Liquids
- Grease
- Oil Based Substances
- Bleach
- Tar
- Nail Polish and other make up
- Wax
- Food Colouring – including strong pigments in food and beverages
- Paint
- Excrement (vomit, urine & faeces)
- Drain Cleaner
- General Soiling

Permanent staining resulting from spills not being treated promptly in accordance with our Cleaning and Maintenance Guidelines are excluded from warranty coverage. If spot cleaning is unsuccessful, professional cleaning is required and proof of cleaning must be retained for any subsequent warranty claim.
For approved staining claims, Robert Malcolm will repair or replace the carpet in the affected room or area. If the original carpet is unavailable, a product of comparable quality will be selected from a current Robert Malcolm range. Alternatively, Robert Malcolm may provide compensation towards the reasonable replacement cost of the affected carpet.

Shading:

Cut pile carpets can develop lighter or darker patches over time. Known as 'shading', 'puddling' or 'watermarking', it is generally unexplained but is believed to be the carpet changing its original direction and changing the way light is reflected or absorbed. It does not affect the wear or performance of the carpet and is not a manufacturing fault.

Warranty Exclusions:

- Damage caused by vacuum cleaners with an active beater brush.
- Failure to maintain the carpet in accordance with Robert Malcolm's maintenance guidelines.
- Any defects due to incorrect installation.
- Damage from tears, cuts, burns, flooding, pets, or from any natural disaster.
- Damage due to the failure of the underlay.
- Damage from athletic equipment, e.g. roller skates, ski boots etc.
- Damage due to the application of improper cleaning or topical agents.
- Damage due to lack of protection under roller castor chairs.
- Poor carpet maintenance.
- Any non-residential, commercial applications or tenanted premises in which the carpet has been installed.

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Manufacturing Defects:

Robert Malcolm warrants this carpet for up to 5 years against manufacturing defects provided:-

- The carpet is first grade quality.
- The carpet was purchased from an approved retailer and installed by a Floor NZ registered flooring installation contractor.
- The carpet has been properly maintained in accordance with the Cleaning and Maintenance guidelines on our website at all times.

Should a manufacturing defect be found Robert Malcolm will cover the cost of repairing or replacing the carpet in the affected room or area. If the original carpet is not available the replacement carpet will be of comparable quality from a current range, or alternatively Robert Malcolm will compensate you for the replacement cost of the carpet in the affected room or area. Manufacturing defects are defined as any mechanical flaw that occurs during the production of the carpet.

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