

PROVIDENCE

Providence Carpet Warranty

Your new carpet is a major household purchase, and you can help protect your investment by establishing a regular maintenance schedule.

Our recommendation for your Carpet Care Program is as follows:

Regular Maintenance Schedule

The most important step in caring for your carpet is to vacuum thoroughly and frequently, particularly in high-traffic areas. A good quality vacuum cleaner is vital to prolonging the life of your carpet. A light vacuum is recommended at least twice a week and a thorough vacuum weekly.

Clean up spills as soon as they happen

Prompt action to spills and stains is essential to avoid the penetration of the stain into the carpet pile and fibres. In the case of spills, remove the excess spillage by first scraping away any solids and blotting any liquids with a white cloth, or paper towel. Do not scrub or rub, always blot, as a fuzzy area may result. Always begin at the outer edge and work towards the middle of the stained area. Follow this treatment with cold water, apply the cold water with a sponge to rinse out as much as the stain as possible, then blot up with the white cloth or paper towel.

Please refer to the stain cleaning guides at the back of this document before attempting stain removal, but if the stain is serious or you are unsure of what it is, it's best to call in the experts straight away rather than attempting to clean yourself. Steam cleaning is the only method recommended, and this should generally be done every two years.

15 Year Stain Warranty

Providence SDN carpets will remain stain resistant to most household food and beverage substances from the date of the original installation in an owner-occupied residence in a proper indoor installation for 15 years. This warranty specifically excludes stains from substances such as bleaches, caustic chemicals, insecticides, paints, shoe polish, lipstick, plant food, iodine, very strong dyes, acids, faeces, oil-based substances, and vomit.

PLEASE NOTE: NO CARPET IS ABSOLUTELY STAIN PROOF:

While your Providence SDN carpets are inherently stain resistant, some staining may still occur, especially over time and in high-traffic areas. These carpets will enhance your ability to clean up stains, not prevent stains. Depending on the type of substance causing the stain, removal may require substantial repeated cleanings, and some stains may not be removable. The distributor may, at its sole option, elect to have the affected area of the carpet cleaned professionally.

Further Exclusions for all Limited Stain and Soil Warranties

- Any carpet which has been treated after installation with any silicone-based anti-soil treatment; any carpet in any nonresidential use.
- Any carpet subjected to abnormal abuse, or any carpet exposed to very hot substances or other abusive conditions.
- Damage due to the application of improper cleaning agents.
- Deterioration in appearance not related to staining of pile fibres.
- The use of cleaning methods not described in this brochure, may result in damage to your carpet that will not be covered by your warranty.

Cleaning of the affected area should begin immediately upon its discovery. The more time that elapses before removal, the more difficult a stain will be to remove.

Limited 15 Year Abrasive Wear Warranty

The surface of your Providence SDN carpet will not abrasively wear away by more than 10% in any area of the carpet for a period of fifteen (15) years when used in an owner-occupied residence in a proper indoor installation. Abrasive wear means fibre-loss from the carpet through normal abrasion, not from crushing or flattening of the carpet pile in any area, or from staining, soiling, fading, or other changes in carpet appearance. Matting (being the loss of twist from the tips of pile and entanglement of the fibre), crushing (being the non-restorable loss of pile thickness due to foot traffic, a castor wheel or pressure of furniture) or any other change in appearance retention, do not constitute abrasive wear and are excluded from this warranty.

15 Year Colour Fast Warranty

Providence warrants that this carpet will not display a significant change in color due to exposure to sunlight or atmosphere contaminants for 15 years from date of delivery. If under testing performed by Providence the carpet is found to have an appearance change equivalent to 4 or less under the blue scale when tested in accordance with ISO test method IOS BO2, Providence will offer to repair or replace the affected area inclusive of installation.

Warranty Depreciation Table

In the event of a valid claim relating to staining, wear or colorfastness on any Providence SDN carpet in the first 15 years, the following depreciation table will apply:

Years 1-3	100%
Years 4-7	70%
Years 8-12	40%
Years 13-14	20%
Year 15	10%

These warranties do not cover:

- Any non-residential or commercial applications of the carpet or tenancing of the premises in which the carpet has been installed.
- Any carpet installed outdoors or in utility areas such as bathrooms, kitchens etc.
- Any defects due to improper installation (e.g. wrinkling, tuft losses, seam peaking) or due to the failure or non-usage of underlay.
- Any carpet that has been uplifted and relayed for any purpose
- Damage to the carpet caused by improper maintenance, application of improper cleaning agents, methods, mishaps or inadequate care.
- Abuse by any athletic equipment such as roller skates, golf shoes or gym equipment.
- Damage resulting from accidents, abuse (being any use considered unreasonable given the normal and expected use of carpet in a residence) or abnormal wear (soiling, burning, flooding, cutting, pet damage, smoke etc) or from wetting or persistence of excessive moisture or exposure to very hot substances.
- Changes in carpet colour or fading or other discolouration resulting from external causes, such as spills of household chemicals, other non-food or non-beverage substances, or atmospheric or chemical influences.
- Any carpet which has been treated after installation with any protective material or defects or damage due to application of any topical treatments (including fungicides, bactericides, biocides, anti-static, stain resists, some cleaning agents etc) which has adversely affected the soil resistance, stain resistance and/or other attributes of the carpet.
- Normal or minor differences between the colour and texture of samples and the installed carpet.
- Damage caused by roller chairs without adequate protection
- Any fault that could have been repaired by qualified trade's person, but due to not informing the retailer or manufacturer at first sight of problem. You need to inform the retailer or manufacturer within 90 days from date of installation.

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 for 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.

These warranties are applicable to the original purchaser of the carpet only and are not transferrable.

They are conditional upon proper installation of carpet, over an underlay, and in accordance with the Australian and New Zealand Standards AS/NZS-2455. The warranty will only be applicable to carpets maintained in accordance with recommended care practice including but not limited to regular cleaning with an appropriate vacuum cleaner. Failure to meet such requirements may void in part or in whole the warranty coverage.

This warranty does not cover the phenomena known as "Permanent Pile Reversal", "Shading" or "Watermarking". This is not a manufacturing fault. It is a common feature of all cut pile carpets and is a random effect, not necessarily confined to traffic areas. Whilst this occurrence does affect the appearance of the carpet, it has no detrimental effect on performance. Providence takes no responsibility for such "shading" and we urge due consideration of this characteristic prior to making a final decision and purchase.

This warranty is at our option limited to:

- Repair of the carpet; or
- Replacement of the carpet in the affected area with a Providence product to the equivalent value; or
- Payment of reasonable compensation for any reduction in value of the carpet as a result of the defect.

Providence will not be held responsible for any consequential or incidental damages, including any expense, damage or loss other than to the carpet itself. To protect your coverage under the terms of this warranty, you must keep proof of purchase in the form of a receipt, bill, invoice or statement from the retailer showing the price you paid for the carpet, together with proof of the installation date. You must also be able to prove by way of receipt, services carried out by a cleaning by a professional carpet cleaner at least every 2 years.

Should a claim under this warranty arise, Providence shall arrange for and meet the cost of pulling up and relaying the carpets. Any other expenses are the responsibility of the consumer.

The benefits extended to you as a consumer under this warranty are in addition to other rights and remedies available to consumers under the law.

If you should have any issues with your Providence carpet, you should contact your original carpet retailer immediately, who shall arrange an inspection of your carpet. If your concern is not able to be remedied, the retailer will request Providence to directly inspect your carpet. In this event, Providence will contact you directly to arrange an inspection if deemed necessary.

If you are unable to contact the original carpet retailer you may contact us by email at info@providencecarpet.com.au, advising us of the name of your retailer and your details.

info@providencecarpet.com.au

When spills occur it's important to take immediate action to prevent permanent staining.

1. Remove any solids with an appropriate utensil.
2. Without rubbing, soak up any liquids by applying pressure with a carpet sponge or other absorbant cloth such as a white paper towel.
3. Identify the appropriate cleaning method for the stain from the removal chart.
4. Always test any stain removal treatment in an inconspicuous area such as a cupboard to test for possible color change prior to application.
5. Work inwards with a blotting motion to prevent the stain from spreading.
6. To prevent damage to the carpet pile, do not rub the carpet at any stage of the stain removal or rinsing.
7. Ensure the carpet is dry before proceeding to the next step in order of treatment.
8. Rinse the affected area using clean tap water and a clean cloth or sponge.
9. Once the stain has been removed, soak up any remaining moisture by applying pressure with a carpet sponge or other absorbant cloth such as a white paper towel.
10. Do not walk on carpet until dry.

Steps for Stain Treatment Table on Following Page

1. Detergent

Commercially available general carpet cleaning or spot removal detergent. Apply detergent sparingly to the stained area then blot to remove residue & rinse thoroughly with clear water. Blot dry with white paper towel; do not rub.

2. Mix together 50% water + 50% bleach

Only ever apply enough solution to dampen the stain. Blot the stained area to remove the substance and rinse thoroughly with clear water. Without rubbing, blot dry with white paper towel. Repeat as long as the stain continues to transfer.

3. Vinegar Solution

Mix 1 part white vinegar to 1 part water. Apply the solution to the entire area that has been cleaned. Rinse thoroughly with clear water, and blot dry with white paper towel.

4. Alcohol

Only ever apply enough clear alcohol to dampen the stain. Blot dry with white paper towel. Repeat as long as the stain continues to transfer.

Type of stain

- Asphalt
- Beer
- Berries
- Bleach
- Blood
- Butter
- Candle wax
- Chalk
- Chocolate
- Coffee
- Crayon
- Excrement
- Felt Tip Marker
- Fruit Drinks
- Furniture Polish
- Glue
- Gravy
- Grease
- Hair Dye
- Ice Cream
- Ink - permanent
- Ink - washable
- Insecticides
- Iodine
- Lipstick
- Liquor
- Mascara
- Mayonnaise
- Medicines
- Milk
- Motor Oil
- Mouthwash
- Mustard
- Nail Polish
- Oil
- Ointment
- Paint - oil based
- Paint - water based
- Petroleum Jelly
- Plant Food
- Rust
- Salad Dressing
- Shoe Polish
- Soft Drinks
- Soup
- Soy Sauce
- Tea
- Tomato Sauce
- Toothpaste
- Urine
- Vomit
- Water Colours
- Wine

Order of treatment

	1st	2nd	3rd
Asphalt	4	1	3
Beer	1	2	
Berries	1	2	
Bleach	1	2	
Blood	1	2	
Butter	4	1	3
Candle wax	4	1	3
Chalk	1	2	
Chocolate	4	1	3
Coffee	1	3	
Crayon	4	1	3
Excrement	1	2	
Felt Tip Marker	4	1	3
Fruit Drinks	1	2	
Furniture Polish	4	1	3
Glue	1	2	
Gravy	1	2	
Grease	4	1	3
Hair Dye	1	2	
Ice Cream	1	2	
Ink - permanent	4	1	3
Ink - washable	1	2	
Insecticides	4	1	3
Iodine	4	1	3
Lipstick	4	1	3
Liquor	4	1	3
Mascara	4	1	3
Mayonnaise	4	1	3
Medicines	1	2	
Milk	1	2	
Motor Oil	4	1	3
Mouthwash	1	2	
Mustard	1	3	
Nail Polish	4	1	3
Oil	4	1	3
Ointment	4	1	3
Paint - oil based	4	1	3
Paint - water based	1	2	
Petroleum Jelly	4	1	3
Plant Food	1	2	
Rust	1	2	
Salad Dressing	4	1	3
Shoe Polish	4	1	3
Soft Drinks	1	2	
Soup	4	1	3
Soy Sauce	4	1	3
Tea	1	3	
Tomato Sauce	1	2	
Toothpaste	1	2	
Urine	1	3	
Vomit	1	3	
Water Colours	1	3	
Wine	1	2	

Further notes:

Whilst this advice is offered in good faith, no responsibility is accepted for claims arising from the treatments proposed. If stains fail to respond to treatments listed, call a professional carpet cleaner immediately. To qualify for coverage under this warranty, you must have tried cleaning the affected area of your carpet by using the recommended cleaning procedures. If the affected area remains unsatisfactory after you have tried these cleaning procedures, then you must have the affected area of your carpet professionally cleaned. If the affected area still remains unsatisfactory after the professional cleaning contact Providence Carpets.