



robert malcolm

# Warranty

## 15 Year Carpet Tile

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Robert Malcolm warrants its commercial carpet tiles in accordance with the terms stated below for a period of 15 years from date of Invoice.

Robert Malcolm carpet tiles are warranted against excessive:

- Surface wear. A loss of more than 10% by weight of face fibre.
- Dimensional stability
- Delamination
- Static Electricity
- Edge ravel

If a product fails to perform as warranted, Robert Malcolm will correct the problem in the affected area either by repair or replacement with comparable product(s), at no extra charge.

The carpet tiles must be installed in accordance with New Zealand Flooring Standards. AS/NZS 2455.2:2007 Textile floor coverings - Installation practice, and must be maintained as recommended by Robert Malcolm. Cleaning and Maintenance guide can be found on our website.

We recommend carpet tile protector mats be used under Castor wheels.

If a potential issue arises with wear performance, then you must notify the contractor/retailer in writing and allow them to carry out an independent inspection and appraisal. If requested, a sample showing the defect in the tile must be sent to Robert Malcom for testing to verify any claim.

This warranty does not cover tears, cuts, burns, pulls, or other damage or deterioration, problems or loss caused by neglect, misuse, improper maintenance, sporting equipment, flood/excessive moisture, excessive alkalinity, use under damaged castor wheels, or use on stairs not fitted with a commercial grade stair nosing. Robert Malcolms liability is limited to repair or replacement as stated herein. This warranty does not cover any problems or damages related to use of non-recommended adhesives.

**Auckland** 09 815 2010  
**Wellington** 04 568 4620  
**Christchurch** 03 366 9839

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**robertmalcolm.co.nz**

international  
flooring solutions



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This limited warranty applies only to the original purchaser and the installation site and is not transferable. The remedies provided will be pro-rated over and terminate fifteen (15) years from the date of original invoice.

Any claim made under this warranty will be investigated and the end user will only qualify for replacement material under the terms of this warranty if the product has been installed and maintained as per Robert Malcolms cleaning and maintenance guidelines. If your original carpet tile is unavailable the replacement carpet tile will be of comparable quality and as close as possible in pattern and colour to that originally supplied. Alternatively, Robert Malcolm will offer an allowance instead of a replacement in the affected room or area. Replacement will include the cost of installation and materials.

The benefits given by this warranty are in addition to other rights or remedies you may have by law.

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