



FOR THE BEST IN CARPET

CARPET
WARRANTY GUIDE



CARPET IDENTIFICATION & WARRANTY SPECIFICATIONS

You have purchased a Quest:

Carpet product name:

Carpet type:

Warranty period:

Date of purchase:

Place of purchase:

QUEST FOR THE BEST IN CARPET

Thank you for choosing a Quest quality carpet for your home. Quest Carpet is a wholly Australian, family owned company, established in 1978. We use the finest European yarns and the best New Zealand wool to manufacture our high quality carpets right here in Australia, with a comprehensive range made to suit all budgets. As a family company, we pride ourselves on our ability to provide the best possible service to all our customers. From samples, to service and advice, and of course beautiful carpets, we quest to be the best in every aspect of our business.



QUEST FOR THE BEST IN BASIC CARE

To keep your carpet looking and feeling its best here are 3 important things you must do.

- 1: Vacuum thoroughly at least once a week, or more in heavy traffic areas, to remove dirt particles before they become embedded in the carpet pile.
- 2: Treat spills immediately. Your Quest Carpet pack includes a handy Spot Removal and Treatment Guide to help you quickly and correctly treat any spills.
- 3: A professional 'deep' or restorative cleaning treatment once every 12-18 months will help to protect your carpet pile and enhance its beauty.

Please refer to our Carpet Care and Maintenance Guide, available from your carpet retailer or visit www.questcarpet.com.au



CARPET CHARACTERISTICS AND FEATURES

All carpets, whether Wool, Solution Dyed Nylon or Polypropylene, have particular characteristics and features which contribute to their appearance. Listed here are some of the more common features you might expect to see. Please note these small variations in appearance are considered normal, and are not covered under warranty. Further accredited, independent information about the carpet variations can be found at the Carpet Institute of Australia, carpetinstitute.com.au. We recommend you visit their site for further information.

Colour Variation

It is normal for installed carpets to show small amounts of colour variation; either from the selling sample or variations between carpets sourced during the production run. While manufacturers do try to accurately repeat colours throughout the production and sample life of the product, there will always be some slight variance.

Colour assessment is largely subjective, and may be affected by lighting conditions, or small changes in carpet texture. Prior to purchasing carpet the Carpet Institute of Australia recommends you view samples in different lighting conditions at the installation site.

Pile Reversal Shading

Pile reversal shading is an optical effect, an apparent colour difference caused by light reflected or absorbed from disturbed carpet pile. When caused by foot marking and vacuuming, pile reversal shading is temporary and can be rectified by vacuuming or brushing the carpet in the normal direction of pile lay.

Permanent pile reversal shading (PPRS) (also referred to as watermarking, pooling or puddling) appears as irregular shaped light and dark patches in cut-pile carpet. It is not a change in colour, but a change in pile direction that sometimes randomly appears, generally after use. The cause is unknown and the phenomenon is unpredictable. Carpets that may be prone to PPRS should bear a manufacturer's label which points out this phenomenon. A brochure on PPRS is available from the Carpet Institute of Australia.

Pile Crush or Flattening

Carpet pile will crush to some extent due to normal use. Regularly vacuuming and periodic professional cleaning will reduce the degree of crush.

Shedding

Shedding describes the release from the carpet yarn of very small fibers that collect on the surface of the carpet. Shedding is activated by foot traffic and vacuuming, and is usually only seen in new carpet installations. As a carpet 'settles' or 'beds down', shedding becomes less and less noticeable.

Pattern Matching

Manufacturing processes introduce stresses and pressures on the carpet structure in both the length and width directions. As a result, a repeating pattern may not exactly match along the length or width of a carpet, particularly from one production run to another. An experienced installer will make every effort to achieve a reasonable pattern match.

Seam Peaking

Seam peaking is normal when joined carpet is stretched into place. Lighting conditions can accentuate a carpet seam and create the impression that the pile on the side closer to the light source is a lighter shade than the pile on the other side of the join. Carpet seams are never invisible but when installed they should be straight, aligned and as flat as possible.

YOUR QUEST CARPET WARRANTY

To determine which warranties in the Warranty Table apply to the carpet you have purchased, please refer to the first page of this warranty brochure, which details the type of carpet you have purchased. Only the warranties set out in the column headed by the type of carpet you have purchased apply to your carpet. For example, if the carpet you have purchased is a wool or wool blend carpet, then only the warranties set out in the column headed 'Wool' or 'Wool Blend' in the Warranty Table apply to your carpet.

Quest Carpet warrants that during the Warranty Period set out in item 2 of the Warranty Table on page 12, our carpets will be free from defects arising from faulty materials or manufacture (Manufacturing Warranty).

Quest Carpet warrants that during the Wear Warranty Period set out in item 2 of the Warranty Table on page 7, the surface pile will not abrasively wear more than the percentage set out in the Wear Warranty on page 12.

This document sets out the warranty for your new Quest carpet. 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 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. The benefits under our warranty are in addition to other rights and remedies of the consumer under a law in relation to the goods or services to which the warranty relates. For more information refer to the Warranty Table set out in this brochure, please visit questcarpet.com.au



QUEST CARPET WARRANTY TABLE

Warranty Period (years from purchase) See page one of this warranty brochure.

	Wool or Wool Blend	Solution Dyed Nylon	Polypropylene
1. Permanent Pile Reversal Shading (PPSR)	No warranty applies. Some cut pile carpets adopt a condition known as shading. The occurrence of shading cannot be predicted or prevented. It is not a manufacturing fault and has no detriment to the wearability or life of the carpet.	✓	✓
2. Wear Warranty Period (years from purchase)	See the first page of this warranty brochure.	See the first page of this warranty brochure.	See the first page of this warranty brochure.
3. Colour Fast		Highly resistant to colour loss or fading from sunlight or ozone.	
4. Anti Static	The carpet will not generate a static electric charge greater than 3.5kV.	The carpet will not generate a static electric charge greater than 3.5kV.	
5. Stain and Soil Resistance	No warranty provided.	✓ See in particular warranty exemption 13.	
6. Insect Protection	For the period set out in the first page of this warranty brochure. Carpet is moth treated during the yarn spinning process. The treatment is a deterrent but does not make the carpet insect proof. The carpet is not resistant to carpet beetle. A professional pest controller should treat carpet damaged by carpet beetle immediately.	Lifetime.	Lifetime.

WARRANTY EXEMPTIONS

1. Carpet that has not been installed over underlay in accordance with “AS/NZS 2455.1 Textile Floor Coverings – Installation practice – General” as amended from time to time.
2. Carpet used other than for indoor residential purposes in non-utility areas.
3. Carpet which is not properly maintained in accordance with the Quest Carpet Care and Maintenance Guide, which was provided to you at the time of purchase.
4. Carpet installed in areas that are subject to heavy wear conditions, such as turning points and on stairs (you should consider the purchase of additional carpet now to ensure that you can replace the carpet in heavy wear areas if required).
5. Carpet sold as seconds.
6. Damage due to improper use, improper maintenance or use of improper cleaning agents.
7. Carpet damaged by furniture, including castor wheels (pressure marks from furniture cannot be avoided however we recommend that you use furniture cups and chair mats to help alleviate pile indentation).
8. Damage resulting from accidents, flooding or other water damage, cuts, tears, burns, chemicals, pets, under floor heating or exposure to hot substances.
9. Slight differences in texture or colour between the sample carpet and the installed carpet.
10. Defects due to improper installation.
11. Issues that are natural carpet characteristics such as shedding, piling or matting.
12. Stains/soil resistance other than in relation to Solution Dyed Nylon carpet.

13. Stains/soil resistance in Solution Dyed Nylon carpet caused by:
 - a. Food and beverages containing strong dyes (including but not limited to: mustard, soy sauce, coffee, curry or tea).
 - b. Substances that destroy or change the colour of carpets (including but not limited to: bleaches, acne medications, drain cleaners, plant food, vomit, urine or faeces).
 - c. Hot liquids.
 - d. Traffic in areas that are subject to heavy wear conditions such as turning points and on stairs.
 - e. Staining that becomes permanent due to the failure to carry out the care and stain removal procedures contained in the Quest Carpets Carpet Care and Maintenance Guide, which was provided to you at the time of purchase.

If an issue arises in relation to stains/soil resistance in a Solution Dyed Nylon carpet, proof is required that a member of a recognised industry group such as Specialised Cleaning & Restoration Industry Association or the Institute of Inspection, Cleaning and Restoration has attempted to remove the stain in accordance with Australian and New Zealand Standard AS/NZS 3733 'Textile Floor Coverings – Cleaning Maintenance of Residential and Commercial Carpeting'.

14. Seams.
15. Carpet which has been treated after installation with a topical treatment.
16. Consequential or incidental damages including but not limited to loss, expense or damage other than to the carpet itself that may result from a defect in the carpet.
17. Any subsequent purchaser of the carpet or of the residence in which the carpet is installed.
18. Claims made by purchasers who are not resident in Australia and New Zealand at the time of purchase of the carpet or at the time of any subsequent claim.
19. Carpet which has not been installed in an owner occupied private residence.

WHAT TO DO IF AN ISSUE ARISES

In the event of an issue arising during the Warranty Period that can be shown to relate to faulty materials or manufacture, or during the Wear Warranty Period relating to excessive wear, then you should contact the retailer where you purchased the carpet. The retailer will arrange a mutually convenient time to inspect the installed carpet and if necessary will forward details of your claim to Quest Carpet.

If you are not satisfied with the retailer's response, you may contact Quest Carpet by:

1. Send a letter describing the issue to
Quest Carpet PO Box 4056, Dandenong South, Victoria 3164.
2. Call our customer service department on 1800 337 404.
3. Send an email to customerservice@questcarpet.com.au

You will be responsible for the costs of notifying Quest Carpet of any claim. Any claim must include your contact details and a copy of your receipt for the purchase of any carpet under this warranty to allow Quest Carpet to contact you regarding your claim. If the carpet has been installed, then you must also provide to Quest Carpet proof of installation including details of installation date, underlay used and installation method, and proof of steam cleaning by a reputable professional carpet cleaner at least every 2 years.

Claim Assessment

Once any claim is made, Quest Carpet will arrange a mutually convenient time to inspect and test the installed carpet to assess that claim. If, after inspection, Quest Carpet determines that the nature of the particular complaint is covered by this warranty, then Quest Carpet will, in its absolute discretion, either:

- (a) Repair that portion of the carpet that is found to be faulty, including bearing any installation costs for that repair.
- (b) Replace that portion of the carpet that is found to be faulty with a new carpet of similar quality manufactured by Quest Carpet, including bearing any installation costs for that replacement.
- (c) If your complaint relates to the Manufacturing Warranty, compensate you as Quest Carpet considers appropriate.
- (d) If during the Wear Warranty Period set out in item 2 of the Table on page 7 the surface pile has been abrasively worn more than the percentage set out in the Warranty Table on page 12, Quest Carpet will compensate you as set out in the Warranty Table on page 7.



QUEST CARPET WARRANTY TABLE

Warranty	Where the Wear Warranty Period is 5 years, if date of claim is during:	Where the Wear Warranty Period is 7 years, if date of claim is during:	Where the Wear Warranty Period is 10 years, if date of claim is during:	Where the Wear Warranty Period is 15 years, if date of claim is during:	Where the Wear Warranty Period is 20 years, if date of claim is during:
100%	First 2 years	First 3 years	First 3 years	First 3 years	First 5 years
70%	3rd year	4th year	4th or 5th years	4th, 5th or 6th years	4th, 5th and 6th years
40%	4th year	5th year	6th or 7th years	7th, 8th or 9th years	7th, 8th and 9th years
20%	5th year	6th year	8th or 9th years	10th, 11th or 12th years	10th, 11th and 12th years
10%	N/a	7th year	10th year	13th, 14th or 15th years	13th, 14th and 15th years

Wear Warranty

Quest Carpet Manufacturers Pty Ltd guarantees this carpet against pile weight loss by abrasive wear only if used indoors for residential purposes. If upon inspection and testing Quest is satisfied that the carpet was properly installed and maintained and that the surface pile has been abrasively worn more than 20% within the warranty period the affected area will be replaced, according to the above table.





QUEST CARPET

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