

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 Prestige Carpets Sisal, you should contact your original sisal retailer immediately, who shall arrange an inspection of your sisal. If your concern is not able to be remedied, the retailer will request Prestige Carpets to directly inspect your sisal. In this event, Prestige Carpets will contact you directly to arrange an inspection if deemed necessary.

If you are unable to contact the original sisal retailer you may contact us by email at [rugs@prestigecarpets.com.au](mailto:rugs@prestigecarpets.com.au), advising us of the name of your retailer and your details.

## PRESTIGE CARPETS

Retailer: \_\_\_\_\_

Date of Installation: \_\_\_\_\_

Carpet: \_\_\_\_\_

Colour: \_\_\_\_\_

Head Office

47-49 Nissan Drive, Dandenong South. Victoria. Australia 3175

Phone. 1300 73 75 80 [rugs@prestigecarpets.com.au](mailto:rugs@prestigecarpets.com.au)



**SISAL WARRANTY  
TERMS AND CONDITIONS**

# PRESTIGE CARPETS SISAL WARRANTY TERMS AND CONDITIONS

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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.

Prestige Carpets warrants that its products will be free from manufacturing defects for a period of 5 years from the time of installation.

This warranty is applicable to the original purchaser of the sisal only and is not transferrable.

This warranty is conditional upon proper installation of sisal as per the instructional videos on our website ([www.prestigecarpets.com.au/sisal-rug-information](http://www.prestigecarpets.com.au/sisal-rug-information)) in accordance with the Australian and New Zealand Standards AS/NZS-2455. The warranty will only be applicable to sisals maintained in accordance with recommended care practice including but not limited to regular cleaning vacuum cleaning. Failure to meet such requirements may void in part or in whole the warranty coverage.

This warranty does not cover any sisal which has been treated after installation with any type of chemical that will affect the properties of the sisal including, but not limited to, anti stain treatments, cleaning agents or fungicides.

Damage that is the result of abuse or accidents such as tearing, burning, matting, or improper cleaning are not covered by this warranty. Damage that results from underfloor heating or carpet/being placed over the sisal are also excluded.

Sisal installed on stairs is excluded from this warranty.

Some variation in colour and texture can occur with fabrics and natural fibres. This is deemed acceptable. Variations in dye lots can occur. We cannot be responsible for such variations and these deviations fall outside our warranty conditions.

This warranty is at our option limited to:

- Repair of the sisal; or
- Replacement of the sisal in the effected area with a Prestige Carpets product to the equivalent value; or
- Payment of reasonable compensation for any reduction in value of the sisal as a result of the defect.

Prestige Carpets will not be held responsible for any consequential or incidental damages, including any expense, damage or loss other than to the sisal itself.

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