



Intrepid Carpet Tiles Standard Warranty

Intrepid Carpet Tiles Pty. Ltd comes with 10 years warranty that our carpet tiles and planks product will be free from any manufacturing defects.

Intrepid Carpet Tiles flooring products are protected upon the following conditions;

- The floor has been installed in accordance with current AS/NZS 2455.2 Textile floor coverings.
- The floor has been regularly maintained following the Intrepid Carpet Tiles Maintenance guide.
- Concrete Sub -Floor moisture is less than 90%rh when tested in accordance with ASTM2170.

Intrepid Carpet Tiles' warranty does not cover:

- Outdoor installations
- Damage caused by Tears, burns, stains as a result of poor maintenance.
- Damage caused by Flood.
- Damage caused on stairs where a commercial stairs nosing has not been fitted.

The Intrepid Carpet Tiles warranty is limited to repairing or replacing defective carpet tiles, and does not cover any form of accidental, indirect, special or consequential damage.

Making a claim.

- All Warranty claims must be submitted through the contractor/retailer where the product was purchased.
- Should the product be defective, Intrepid Carpet Tiles reserve the right to replace or repair any defective product at their discretion with the same or equivalent product.

An example of the damaged or affected carpet tile must be furnished for Intrepid Carpet Tiles to test and verify any issues. The warranty is under the condition that the sub-floor area is properly prepared, that the carpet tiles are installed in accordance with the AS/NZS 2455.2 Carpet Tile Installation Standards, and that the carpet tiles are properly maintained in accordance with the Intrepid Carpet Tiles Carpet Maintenance guide.

For further information regarding claiming the warranty of your carpet tiles, the installer should be contacted to inspect and determine the problem. If the problem is covered under the Intrepid Carpet Tiles Standard Warranty, the damaged products will be inspected to determine the issue and if it is covered by the Intrepid Carpet Tiles Standard Warranty.

Proof of purchase is required upon inspection of the damaged products, and the warranty is only supplied to the original purchaser.

For further information or questions, contact Intrepid Carpet Tiles.

www.intrepidcarpettiles.com.au

