

COMMERCIAL CARPET TILE WARRANTY CERTIFICATE

Welspun Global Brands

Owner/Buyer Name _____ **Warranty Issue Date** _____

STANDARD COMMERCIAL CARPET TILE WARRANTY CERTIFICATE

Welspun Global Brands

Welspun warrants its Hospitality range carpet tiles in accordance with the terms stated below for a period of 15 years from date of invoice.

All Welspun brand products are warranted against excessive:

- i. Surface wear (a loss of more than 10% by weight of face fiber)
- ii. Edge ravel
- iii. Backing separation
- iv. Loss of dimensional stability
- v. Static electricity.

Products containing antimicrobial finishes are warranted to maintain antimicrobial effectiveness, and products constructed of 100% solution dyed yarns are warranted against excessive color loss due to normal exposure to indoor light.

Additionally, Welspun warrants its commercially rated carpet tiles for use under commercial grade castor chairs for a period of 15 years from date of invoice. The castor chair warranty covers abrasive wear only (loss of more than 10% by weight of face fibre), and does not include pulls, cuts, pilling, shredding, matting, or damage arising from the use of damaged or improper castor wheels.

If a product fails to perform as warranted, Welspun will correct the problem in the affected area either by repair or (at its option) replacement with comparable product(s), at no extra charge. Liability of Welspun is limited to the actual repair or replacement of defective carpet and does not cover special, indirect, incidental, or consequential damages, including without limitation product removal and installation-related expenses.

This warranty does not cover tears, burns, cuts, pulls or other damage, deterioration, problems or loss caused by abuse, 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. Welspun's liability is limited to repair or replacement as stated herein. Moisture and pH testing are not the responsibility of Welspun and all related issues to moisture and pH testing are specifically excluded from this warranty.

This warranty shall be void if products are not handled, installed, and maintained in strict compliance with Welspun’s recommended procedures and instructions, including without limitation Welspun’s subfloor moisture and pH requirements and initial floor preparation procedures, all as set out in the Welspun Installation Manual in force at time of installation. Welspun recommends installation from company appointed dealers or company trained staff. This warranty does not cover any problems or damages related installation by third part vendors.

To claim under this warranty, you should first contact Welspun using the details below. Warranty claims must be made in writing to Welspun within a reasonable time from the discovery of the claimed warranted defect, but in no event later than 90 days from the time the claimed defect was discovered. Following notification, we will attend on site at our expense to determine whether the problem is one which is covered by this warranty. You will need to provide evidence of proof of purchase when we attend on site and must provide reasonable cooperation to facilitate Welspun’s repair or replacement in the affected area should a covered condition exist. No person other than an officer of Welspun may authorize a waiver or modification of the terms of this warranty, which must be in writing and signed by that officer.

The following prorated schedule applies to labour costs and material value for Welspun Commercial carpet Tiles flooring:

LABOUR REIMBURSEMENT PRORATION (Reasonable Labour Costs – based on Prevalent Market Rate)	
1 ST Year – 2 nd Year	Upto 100%
3 rd Year – 5 th Year	Upto 50%
6 th Year – 10 th Year	0%

MATERIAL PRORATION		
10 Years Limited Commercial Warranty	1 ST Year – 2 nd Year	100%
	3 rd Year - 5 th Year	90%
	6 th Year	70%
	7 th Year	50%
	8 th Year	30%
	9 th Year	15%
	10 th Year	10%
15 Years Limited Residential Warranty	1 st Year – 3 rd Year	100%
	4 th Year – 5 th Year	90%
	6 th Year – 7 th Year	70%
	8 th Year – 9 th Year	50%
	10 th Year – 11 th Year	30%
	12 th Year – 13 th Year	15%
	14 th Year – 15 th Year	10%