



Your Nature's Carpet Warranties

1. Lifetime warranty against manufacturing defects*
2. 10-year limited abrasive wear warranty*
3. Five-year insect resist warranty*

** See table for depreciation values on page 3 of this document*

We stand behind our manufacturers

The manufacturers of Nature's Carpet have been designing and making wool carpets for over 50 years to exacting quality standards. We are proud to stand behind these products and offer this warranty on all Nature's Carpet products bought through your official Nature's Carpet retailer for residential use in a private household. These warranties must be read in conjunction with our general terms and conditions which are set out on page 3 of this document.

Under your Nature's Carpet warranties, should a problem arise and we acknowledge that you have a valid warranty claim under the warranties set out in this document, at our discretion we will either:

- Repair the carpet;
- Replace the carpet in the affected area; or
- Provide a credit for the carpet in the affected area. The extent of the refund will be based on the age of your carpet (i.e. to allow for depreciation.) A full explanation of how depreciation is calculated is found under the General Terms and Conditions on page 3 of this document.

In the event of a problem

If you have a concern about your Nature's Carpet and would like to make a claim under your Nature's Carpet warranties, you should start by contacting the retailer who sold and installed your carpet. Your Nature's Carpet retailer will first make an inspection of your carpet and if unable to remedy the issue, they will bring forth a formal request to our company on your behalf, in order to pursue the matter further.

Warranties in Detail

Please refer to the General Terms and Conditions section at the end of these warranties for further details and please also note the depreciation table that applies in the event we determine that a refund is in order. This can be found on page 3 of this document.

1. Lifetime warranty against manufacturing defects*

We warrant your Nature's Carpet against all manufacturing defects during the expected lifetime of the carpet, so long as:

- The carpet was bought and installed through a recognized Nature's Carpet dealer;
- The carpet was installed in accordance with generally accepted Canadian installation practices and standards; and,

- The carpet has been properly maintained and used for residential purposes in a private household at all times since its original installation. Please refer to Colin Campbell's Wool Carpet Care & Maintenance Guide for basic care guidelines.

It is important to note that fluffing on new carpet, sprouting, tracking, permanent shading, fading, roll pressure marks, indentations from heavy furniture and shading on cut pile carpets **do not** constitute a manufacturing defect.

2. 10-year limited abrasive wear warranty*

Nature's Carpet is designed to retain a first-rate appearance, even as it gradually wears down over time. We warrant that, under normal residential foot-traffic on flat surfaces, the carpet pile will not wear through to the backing within 10 years. This warranty does not include stairs, nor does it include crushing, matting, soiling, staining, fading, improper maintenance and/or damage.

3. Five-year insect resist warranty*

Nature's Carpet has been treated to deter insect and moth infestation, with the exception of the undyed Dark Green wool products, which are not treated for insect resistance. Should a problem be reported within five years of purchase, we will repair, replace or treat the affected area, providing that the carpet has been properly maintained and used for residential purposes in a private household. It is important to note the insect deterrent treatment is embedded in the carpet fibre and needs to be ingested by the insect to have an effect and to stop further spreading– this will mean some fibre loss will occur.

The insect treatment does not stop insects from entering your home. Thorough and regular vacuuming around your base boards and under infrequently-moved furniture will help prevent infestation. Failure to maintain your home in a manner that reasonably deters general insect inhabitation will affect this Nature's Carpet warranty, which as a result, could be reduced or voided at Nature's Carpet's sole discretion.

** See table for depreciation values on page 3 of this document*

Environmental certification

Nature's Carpet carries a high environmental certification from our manufacturers, which is an independent assurance that your carpet has met strict standards across a range of criteria that includes raw materials used in manufacture, product emissions and product stewardship.

Please Note: Permanent shading/watermarking

All cut pile carpets, particularly plush pile carpets, will develop lighter or darker patches over time. Known as "shading", "puddling" or "watermarking", it is caused by the permanent bending of the carpet pile fibres which then reflect the light differently. In this respect, cut pile carpets are very comparable to other textiles such as suede and velvet, which also show light and dark areas. The extent to which shading occurs cannot be accurately predicted or prevented and is most often related to the location of use.

Shading does not affect the wear or durability of the carpet and is not recognised as a manufacturing flaw or defect and is therefore not covered by the Nature's Carpet manufacturing defects warranty.

General Terms and Conditions

Depreciation table for credit value

If we determine not to repair or replace the affected carpet, we will issue a credit based on the age of your carpet. The age is determined from the date of installation of your carpet by a Nature's Carpet retailer. The credit value is based on a new carpet (material only) of the same or comparable type within the Nature's Carpet collection.

Depreciation table for credit value:	
First 2 years	100%
Years 3-5	70%
Years 6-8	40%
Years 9-10	10%

- Warranties are extended to the original purchaser of the carpet only and are not transferable (i.e. through a sale of your house). The warranty is solely for the use of the carpet in a private residence in accordance with the carpet's rating recommendations. The warranty only applies to first grade carpets and is not applicable to carpets sold as seconds.
 - Carpets must be properly installed over a quality underlay and maintained in accordance with the care recommendations provided.
 - Failure to appropriately install the carpet as per the standards and to maintain the carpet as outlined in accordance with the carpet care recommendations could void all or part of the warranty coverage, at Nature's Carpet's discretion.
 - Our warranties do not cover damage resulting from accidents or abuse such as soiling, spills, burning, flooding, cutting, damage caused by pets and lack of protection from cleaning agents or materials used in cleaning adjacent hard surfaces.
 - Warranties do not cover carpet which has been treated after installation with any topical chemicals such as fungicides, stain resist treatments or cleaning agents which have affected the properties of the carpet. It does not cover damage caused by prolonged or excessive moisture.
 - Warranties do not cover damage to your carpet caused by a failure of the underlay, damage caused by underfloor heating, or from laying carpet over another carpet.
 - Warranties do not cover carpet which has been made into mats.
- Under these warranties, Nature's Carpet will not pay consequential or incidental damages, including any loss, expense or damage other than to the carpet itself.