

Warranties:

Consumer Warranties

Our goods also come with warranties 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.

“Interiors by Design” Warranties

The “Interiors by Design” warranties are subject to and are qualified by the General Warranty Conditions and the Homeowner Obligations detailed in this guide.

Which “Interiors by Design” IBD carpets are covered?

Your IBD carpets that are covered by our warranties; will have the required warranty labels adhered to the back of the retailers store display samples. Your authorized IBD retailer will be pleased to discuss with you any queries regarding our warranties. Please check the labels on the back of each IBD product display at retail, before deciding on the product you wish to purchase.

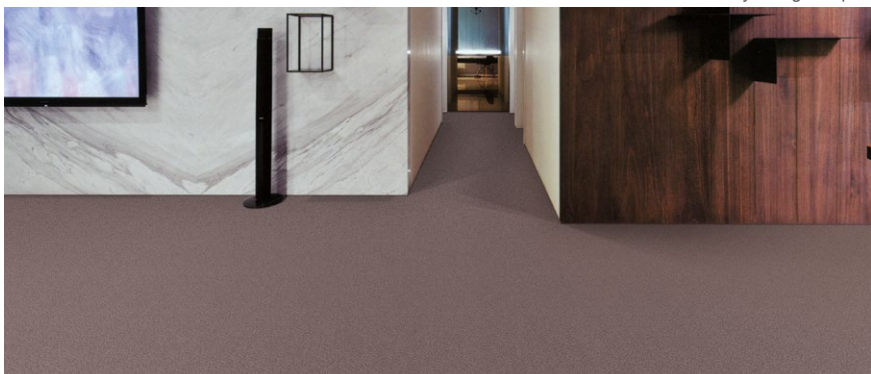
Suppliers

Access International Distributors P/L has developed the CRI and AQCS-8000+ quality programs and Access suppliers have been trained in, are certified, and comply with these standards.

“Interiors BY Design” general warranty conditions

What access international distributors p/l will do if you're “interiors by design” carpet fails to perform to the standards outlined in the warranty section of this guide.

TOUCH OF FREEDOM Interiors “Green” by Design carpet.



What Access International Distributors P/L, will do if your carpet fails to perform

EXCLUSIONS UNDER THE IBD WARRANTIES.

Australian Consumer Law

Cleaning agents and other treatments, hot liquids and excessive moisture

What is my claim options if my “Interiors by Design” carpet fails to perform?

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What Access International Distributors P/L, will do if your carpet fails to perform

The law states, pursuant to Schedule 2 of the competition and Consumer Act [CCA] that "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 reasonably foreseeable loss or damage. You are 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."

If any part of your carpet fails to perform in accordance with a warranty applicable to the carpet, Access Int Dist. P/L may offer to: repair, replace, refund or offer an allowance or arrange a credit equal to the cost of the carpet material only, in the affected area. The credit will apply only to a new carpet of the same or comparable quality carpet manufactured by Access International Distributors P/L, depreciated as set out below:

5 Year Wear, Fade & Stain Warranty

7 Year Wear, Fade & Stain Warranty

10 Year Wear, Fade & Stain Warranty

15 Year Wear, Fade & Stain Warranty

20 Year Wear, Fade & Stain Warranty

Interiors "Green" by Design and Access Int Dist P/L. Warranty Booklet.

Year	5	7	10	15	20
1	100%	100%	100%	100%	100%
2	80	90	90	93	95
3	60	75	80	86	90
4	40	60	70	79	85
5	20	45	60	72	80
6		30	50	65	75
7		15	40	58	70
8			30	51	65
9			20	44	60
10			10	37	55
11				30	50
12				23	45
13				16	40
14				10	35
15				5	30
16					25
17					20
18					15
19					10
20					5

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Please understand that these warranties are only applicable in Australia and New Zealand.

The warranties

- Are in respect to IBD carpet purchased after the 1st of June 2014.
- Only apply to the original purchaser of our IGBD carpet.
- To be valid your IBD carpet must be installed over new underlay as set out in the installation recommendations in this guide under "IBD Carpet Installation (page ?)"
- Apply, only to first grade IBD carpet.
- Apply to where your purchased IBD carpet is used in an owner occupied single family home
- Are excluded from areas subject to significant non-foot traffic, continual movement of furniture and fitting. Sporting Shoes used in the home.
- Are excluded from kitchen and utility areas for example, wet areas such as laundries.

The warranties cannot be transferred and will cease to apply if the home becomes a rented residential property or occupied by more than one family.

Note:- the warranties apply to the original purchaser, who should be the owner-occupier of the single-family home.

Exclusions under the IBD Warranties.

IBD is for single owner occupied single family domestic installations

Warranties are not transferable

The warrantees are excluded ,

- If the installed carpet is laid in areas not recommended by the IBD rating system (CRI, Carpet Rating Index.) if applicable.
- If your IBD carpet is installed in tenanted residential home or apartment
- If your IBD carpet is installed in a non –residential or commercial property.
- If you purchase from your retailer IBD carpet is not First Grade carpet, is determined by Access International Distributors P/L that you have been sold second quality, used, short lengths, or deleting the product from the IBD range, then the warranties are excluded.

Incorrect Installation Procedures and use of incorrect underlay.

IMPORTANT ; Incorrect Installation Techniques will negate your warranty, so please read this section carefully.

- The correct use of the recommended installation procedures and good quality underlay as detailed in this brochure under " Carpet Installation" page (?) are necessary to protect your IBD warranties and carpet investment. Trying to save money by using cheaper underlays is not recommended as they can have a detrimental wearing effect on your carpet. We recommend that you advise your carpet installer, that you wish the carpet to be power stretched, because normal knee kicking techniques if incorrectly used; or the layer does not allow enough time to lay your carpet correctly, then carpet may wrinkling over time.
- There are a number of items that are not covered by our warrantees, insufficient stretching during the laying procedure, there may be loss of tufts if your carpet installer does not latex your carpet seams and this may cause seam breakage or seam peaking.
- The warranty is invalidated if you decide or the retailer decides to install your IBD carpet without or over old underlay.
- The warranty is invalidated if you decide or the retailer decides to install your IBD carpet over the old carpet.

Incorrect Carpet Maintenance or Improper and Inadequate Carpet Care

- To make sure your IBD warranties are protected, please make sure your carpet is maintained and you have a regular cleaning schedule in place.
- It is important for you to read and make sure you put in place the recommendations described in this brochure under "The Carpet Care" (Page ?)
- It is imperative that you have your carpet steam or dry cleaned by a professional carpet cleaning company, at least every six months to 12 months from the date of installation.
- Our warranties do not cover any damage caused to your carpet by use of the incorrect maintenance procedures, failing to follow the correct scheduled maintenance as detailed and recommended in this brochure and or the incorrect use and application of non recommended cleaning Products or Agents.
- Damage caused by Sporting Footwear (Golf Shoes, Football Boots, etc.) and Gymnasium equipment.
- Abnormal abuse, which is considered outside the normal conditions one would expect for carpet use in an owner, occupied single-family dwelling.
- Other items excluded are, cuts to carpet, carpet burns, residential flooding, residential smoke damage due to carpet burns, all other items caused by family pets. **WE RECOMMEND THAT YOU MAKE SURE YOUR HOME CONTENTS INSURANCE POLICY COVERS THE WARRANTY EXCLUSIONS.**

Your IBD carpets laid on stairs and wear applicable on Stair Nosing's

Carpet laid on stairs have a tendency to wear over time due to the carpet pile opening up over the stair nosing areas, this may accelerate wearing in these areas, which is normal. The effect is that the appearance over time may not be visually appealing. We recommend that you buy extra carpet for your stairs at the time of purchase of your IBD carpet. The replacement of the stair carpet will keep the aesthetics of your carpet looking good for longer and will allow you to maximize the life and time of replacement of the total carpeted area of your home.

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- Your consumer rights are protected under consumer laws.
- As set out under Section 3 of the Australian Consumer Law, the warranties detailed in this brochure are provided by Access International Distributors P/L, and their Suppliers and are in addition to other rights and remedies of the consumer under the law in relations to the goods. These goods also 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.
- Unless, Access International Distributors P/L or its suppliers are required under the existing consumer legislation, they will not be liable or responsible for the following, even if Access or its Suppliers have been advised of the possibility of a potential loss or damage, or resulting from negligence of the Supplier.
- The costs of removal and reinstallation of furniture and domestic fittings.
- Expenses related to incidental, expenses of any kind, or consequential damages.

Cleaning agents and other treatments, hot liquids and excessive moisture

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Topical Treatments

Many consumers will unwittingly use topical spray treatments that can cause damage to your IBD carpeting. Our warranties do not cover these topical treatments; the non-recommended use of topical treatments and or the application of any protective treatments after installation on your IBD carpets will negate your IBD warranty. This is because of possible adverse effects that these chemicals have on the attributes of your IBD carpet, such as affecting the Light Fastness, Soil and Stain resistant properties of your carpet.

Hot liquids and excessive moisture.

Problems of colour loss and texture changes caused by excessive liquids hot or cold on the surface of the carpet and not attending to the spillage quickly as recommended in the Carpet Care section (page ?), will negate the warranty on your IBD carpet.

Colour of installed carpet to retail carpet samples (differences)

- Carpet is produced in defined production lots called dye series lots.
- The original retail samples are generally from the 1st production lot, but this is not always the case.
- The carpet industry has a colour tolerance for the colour difference between different production dye lots, these colour differences should also be an acceptable colour difference to the installed carpet. Remember lighting in the home can affect the colour and feel of your rooms that are being carpeted. So try and view the carpet purchased in the home to make sure you are happy with your colour selection.
- Your IBD warranties do not cover these differences between the colour and texture differences between the retail store samples and your installed IBD carpet. As you will be aware and appreciate the retail store samples will show texture differences and colour differences over time, to your newly installed carpet.

Happy with your “Interiors by Design” carpet

If you are one of the many consumers that have been satisfied with your “Interiors by Design” purchase, but a replacement is necessary under the conditions of the warranties detailed in this brochure, Access International Distributors P/L and or its suppliers will install a substitute comparable quality carpet only in the affected area.

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What is my claim options if my "Interiors by Design" carpet fails to perform?

Your claim options are directly related to the carpet wear warranty detailed in the "Interiors By Design" Care and Warranty Guide, and shown on the back of the "Green by Design" samples displayed at retail.

If your IBD carpet fails to perform, what do I do?

There are steps in making a claim, but you also have certain obligations to ensure your warranties are protected and claimable.

If you believe your "Interior by Design" carpet is failing to perform to the warranty standards detailed and outlined in this brochure, please write to the original retailer where you purchased your IBD carpet.

If you are unable to contact the original retailer or the retailers is not cooperating in helping you address your claim, please contact Access International Distributors P/L directly. The contact details are on the back Page of this "Care and Warranty Guide."

Documentation required before making a claim

- When you write to your retailer please define and clearly outline the nature of your complaint. Please include in this letter a copy of proof of purchase and a copy of the warranty registration card that you would have posted to Access International Distributors P/L at the time of purchase.
- The expenses occurred in filing the claim, are to be paid by the consumer.

Important issues you must attend to after your "Interiors by Design" carpet purchase'

To make sure your purchase decision is a memorable and happy experience, please follow the recommendations detailed below:

In order for you to be fully covered and protected there are certain obligations that you as the home-owner must do,

- Keep in a safe place the original, quotation, invoice, receipt of payment, or statement from the original retailer.
- These items must display the following information, date of purchase, the Price paid for carpet, and the proof of the date of installation by the carpet installer.
- As per the recommendations in this care and warranty brochure, you must have maintained your carpet in accordance to the recommendations for the regular vacuuming schedule and required cleaning recommendations on Pages (??)
- Insist that your carpet is installed by a professional trained accredited carpet installer to the laying standards detailed in the Australian and New Zealand Standard AS/NZ S 24455.1:2007."Textile Floor Coverings Installation Practice - General"

Finally please post the warranty registration attached to the back of this Care and Warranty Brochure within 30 days of your purchase.

THANKYOU FOR CHOOSING AN "INTERIORS BY DESIGN " CARPET.

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Carpet

Product Name:

Colour Number:

Colour Name:

Price per Lineal Metre:

No of Metres Purchased:

Date of Purchase:

Date of Installation:

Retailer:

Name:

Address:

Telephone:

Salesperson:

Signature:

Installer:

Name:

Address:

Telephone:

Signature:



Watermans Bay / Access Carpet / Twist Pile



Urban Wool / Access Carpet / Twist Pile



City Freedom / Access Carpet / Twist Pile

ACCESS 





Access International Distributors Pty.Ltd.

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All you need to know about carpet
Interiors by Design™,
guide to buying and caring for your carpet

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