

10 Year Warranty

Insect Deterrent

This warranty is given to the original purchaser of the carpet ("you", "your" or "yours") by EC Carpets ("we", "our" or "us"). Our telephone numbers and e-mail addresses appear at the bottom of this page.

EC Carpets treats all their carpets to industry standards to deter infestation and damage from moths and insects. However, the presence of such insects in an indoor area is due to environmental factors beyond our control.

Our treatment will not prevent insects from entering your home. If an infestation occurs, it is the consumer's responsibility to arrange for professional eradication to prevent damage to the carpet, and the cost of this is also the consumer's responsibility.

The insect-resistant treatment used on our products may not entirely prevent some damage to your carpet, as the treated fibre must be ingested by the insect to take effect, and some insects are now resistant to the chemical treatment used. Therefore, ongoing preventative maintenance is imperative to reduce the risk of infestation. This includes regular vacuuming, especially around walls, using a nozzle to reach the corners and edges of rooms, and periodic vacuuming under furnishings such as lounge chairs.

Additionally, surface sprays can be used around the edges of carpeted rooms every six months to deter insect attacks.

This warranty is not transferable, and it is for a period of 10 years from the date of installation.

This warranty only covers the use of the carpet inside a home. It does not cover carpet used in commercial premises.

This warranty does not cover damage caused by failure to:

- install it in accordance with AS 2455.1 – 2007;
- properly look after; or
- properly maintain it.

This warranty does not cover:

- damage caused by misuse of the carpet;
- carpet on stairs;
- damage caused by neglect or negligence; or
- consequential loss.

If you want to make a claim under this warranty you must contact us in writing stating:

- when you bought the carpet;
- who you bought it from;
- who installed it; and
- details of the alleged fault or defect.

You must also provide us with your contact details and proof of purchase (a receipt of invoice).

We will then contact you and you will need to give us access to the place where the carpet is installed so that we can inspect the alleged fault or defect.

Once we have inspected the carpet, we will tell you whether or not we accept your claim.

The rights given to you under this warranty are in addition to other rights and remedies available to you under the Australian Consumer Law.