



# CARPET TILE

This warranty covers your carpet tiles for a period of two (2) years from the date of purchase, focusing on product quality and manufacturing defects.

**PRODUCT NAME: PRIMEFLOOR BRAND CARPET TILES**

**WARRANTY PERIOD: 2 YEARS LIMITED WARRANTY ON MANUFACTURING DEFECT & PRODUCT QUALITY**

## Warranty Coverage:

- **Product Quality:** Our carpet tiles are warranted to be free from defects in materials and workmanship under normal use and maintenance conditions.
- **Manufacturing Defects:** This warranty covers any manufacturing defects that affect the performance, durability, and appearance of the carpet tiles.

## What Is Covered:

- Defects in material.
- Issues arising directly from the manufacturing process that impair the functionality or aesthetic of the carpet tiles.

## What Is Not Covered:

- Normal wear and tear, including but not limited to matting, crushing, or fading of the carpet fibres.
- Improper installation or installation not in accordance with recommended guidelines.
- Damage caused by improper maintenance or cleaning methods.
- Accidental damage, misuse, abuse, or neglect.
- Damage caused by environmental factors such as moisture, flooding, or exposure to extreme temperatures.

### How to File a Warranty Claim:

1. **Proof of Purchase:** Provide the original sales receipt or invoice as proof of purchase.
2. **Description of Defect:** Submit a detailed description of the defect, including photographs if possible.
3. **Contact Us:** Reach out to our customer service department to file your claim. Our team may request further information or an inspection of the carpet tiles.

**Warranty Remedies:** If a defect covered by this warranty is found, we will, at our discretion:

- **Repair the Defective Carpet Tiles:** Fix the defect to restore the carpet tiles to their intended condition.
- **Replace the Defective Carpet Tiles:** Provide new carpet tiles of the same or similar quality and design.
- **Refund the Purchase Price:** Issue a refund for the original purchase price of the defective carpet tiles.

### Limitations:

- This warranty is non-transferable and applies only to the original purchaser.
- Our liability under this warranty is limited to the repair, replacement, or refund of the defective carpet tiles as described above.
- We are not responsible for any incidental or consequential damages arising from the use or inability to use the carpet tiles.

We appreciate your business and are dedicated to ensuring your satisfaction with our products.