

# AXMINSTER CARPET WARRANTY



FORT WORTH CONVENTION CENTER • FORT WORTH, TX



**COURISTAN<sup>®</sup>**  
CONTRACT • HOSPITALITY

# Couristan Axminster Carpet Warranty

Couristan provides a two-year limited repair or replacement warranty for its 80% Wool / 20% Nylon Axminster Carpets. The company warrants (to the original purchaser) that all of our Axminster carpets will be free from any material or manufacturing fault or defect which would prevent our carpets from providing satisfactory service for a period of ten years from the date of proper installation. This warranty shall apply only to carpet installed and maintained in accordance with CRI-104 guidelines for substrate conditions and the Couristan installation guidelines. In addition, this warranty excludes any damage caused by normal or extraordinary wear and tear, pulls, cuts, pilling, burns, rips, matting, crushing, watermarking, pooling, pile reversal; improper use, on stairs (especially on stair nosings), cleaning or maintenance; or any damage arising from factors not inherent at the time of purchase. Material and manufacturing defects will be determined by an Authorized Couristan Inspector. No other warranties implied or stated in any other form are applicable to the manufacture and sale of this carpet.



FAIRFAX MARRIOTT AT FAIR OAKS • FAIRFAX, VA

## THE RITZ CARLTON • SARASOTA, FL



Specific conditions that would void the warranty of Couristan's 80/20 Axminster carpets include: excessive moisture at the installation site; any exposure to liquids and/or solutions which would compromise carpet dyes and/or color stability; inappropriate and/or insufficient protection of the carpet after its installation. The use of any plastic carpet covering, particularly those containing adhesives, will be considered a forfeit of the rights included under this warranty. Plastic can trap moisture against the carpet fibers and compromise the integrity of the wool, affect the yarn and its appearance and leave a residue on the carpet which can not be removed. Use of an appropriate protective covering, such as Kraft paper with Masonite sheets, is required under this warranty.

In addition, this warranty does not cover changes in carpet color, yellowing or fading or other discoloration resulting from external causes including, without limitation, fading due to sunlight, UV light, Ozone (O<sub>3</sub>), emissions from heating fuels, pesticides, cleaning agents or other non-food or non-beverage substances, fume fading or other atmospheric or chemical influences.

Furthermore, this warranty explicitly excludes any Couristan carpet which has been surface treated with



## TEANECK MARRIOTT AT GLENPOINTE • TEANECK, NJ



materials not recommended or approved by Couristan, or which has been subjected to abnormal use or conditions, or exposed to cleaning agents or maintenance methods not recommended or approved by Couristan. All carpet and rug maintenance cleaning products, maintenance equipment and maintenance systems must be certified through the Carpet and Rug Institute (CRI) Green Label and Seal of Approval Programs. Approved products are listed on the CRI website at **[www.carpet-rug.org](http://www.carpet-rug.org)**. Cleaning products must also be approved for use with wool carpeting. Any cleaning agents used on 80/20 wool blends require cleaning agents that are safe for wool. Refer to **[www.wool-safeusa.org/cleanprodsup.htm](http://www.wool-safeusa.org/cleanprodsup.htm)** for more information.

In the event that Couristan's 80/20 Axminster Carpet fails to perform as warranted, a formal written notification should be submitted to Couristan. Procedures and requirements for submitting warranty-related claims can be obtained by contacting your Couristan Contract Specialist. Couristan, at its sole discretion, will replace, repair, refund or give credit (to the original purchaser) for the proportion of the price for the carpet which fails to comply with this warranty. We require a Technical Service Representative to physically inspect and analyze the carpet conditions, situation and circumstances before any repair or replacement is made. This warranty shall not apply to defects first notified to Couristan after a time period of two years from installation. Couristan's repair or replacement warranty does not cover certain inherent carpet characteristics which may affect the product's appearance and/or performance over time.



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4/20/17