

# Our Warranties

Cavalier  
Carpets

All Cavalier Carpet ranges are covered by a 2 year Cavalier manufacturing warranty. In addition to this, some of our ranges carry additional warranties. These warranties will cover the carpet for the normal wear associated with household use, provided the carpet is regularly and correctly maintained.



## Wool Carpet Wear Warranties

Wool is made up of millions of tiny springs, formed by the corkscrew shape of the crimp that is naturally set into the wool as it grows. This ensures that wool carpets look better for longer.

Your Cavalier Wool or Wool Blend carpet will give you many years of pleasure and hard wearing service, provided that you care for it and maintain it on a regular basis.

### A Premature Wear Warranty (in residential use only):

Cavalier Carpets warrants its carpets against a pile weight loss by abrasive wear of no more than 1% per year of the respective warranty period from the date of delivery, provided it is used in accordance with our usage recommendations.

The warranty covers abrasive wear of the surface pile only and does not cover the carpet backing.



## Synthetic Carpet Wear Warranty

The yarns used in the making of your Cavalier 'Stain-less' Polypropylene or Polyester carpet are amongst the most technically advanced available. Synthetic yarns have an inherently high tensile strength and unrivalled ability to withstand the wear and tear of even the busiest households.

All our products are manufactured to exacting raw material and production specifications which gives us the confidence to offer this warranty, giving peace of mind to all of our customers.

### A Premature Wear Warranty (in residential use only):

Cavalier Carpets warrants its carpets against a pile weight loss by abrasive wear of no more than 10% during a period of ten years from the date of delivery, provided it is used in accordance with our usage recommendations.

The warranty covers abrasive wear of the surface pile only and does not cover the carpet backing.



## Synthetic Carpet Stain Warranty

Cavalier products with a Stain Warranty will resist stains by food and beverages for a period of 10 (ten) years, this includes:

- Tea
- Coffee
- Cola
- Red Wine
- Curry
- Gravy
- Pasta Sauce

### Exclusions to the Stain Warranty include:

Oil Based Paint, Printer Ink, Nail Varnish, Oil, Water Damage, Rips and Tears, Damage From Improper Cleaning, Colour changes due to soiling, pile flattening and shading such as pressure banding from storage, temporary shading, tracking, or pile reversal causing light and dark patches are not covered by this guarantee.

Accidents will happen, but at least now you can be confident that your choice of carpet means that it need not be a disaster. .

## What you need to do...

All you need to do to enjoy the full benefits of your Warranty is follow these simple steps:

- Register your warranty at [www.cavaliercarpets.co.uk](http://www.cavaliercarpets.co.uk)
- Please retain your carpet invoice as proof of purchase, along with this warranty. Keep them in a safe place as you will need both in the event of having to make a Warranty claim.

- Have your carpet cleaned in accordance with our care and maintenance instructions. Professional carpet cleaning should be undertaken at least once every two years from date of purchase.
- Approved professional cleaning companies include Renew [www.renewfloor.co.uk](http://www.renewfloor.co.uk) or alternatively a member of the National Carpet Cleaning Association (NCCA)

- Keep a record of the dates your carpet is cleaned, along with receipts from the professional cleaning companies used.
- Please retain a small portion (approximately 50cm x 50cm) of the excess carpet unused after installation.

Remember to Register your Warranty

## General Conditions

covering all types of carpet under warranty

- A. The relevant warranty only applies to Cavalier ranges as listed.
- B. You must register your warranty within 3 months of purchase to be valid.
- C. Complaints will only be taken into consideration upon presentation of the original purchase invoice.
- D. The warranty is only applicable to the original carpet purchaser and is not transferable.
- E. The warranty is a residential warranty and as such only covers the consumer's reasonable indoor use of carpet installed in a single family, domestic residence.
- F. The warranty covers 'first grade' carpets only and not 'seconds' or clearance lines.
- G. The carpet needs to be fitted in areas for which the carpet is suitable.
- H. The carpet must be installed by a qualified fitter and in the approved manner according to the guidelines laid down in BS 5325 on a solid floor, with a new underlay.
- I. The carpet must be cleaned by a professional cleaning company every two years, and you must retain evidence of this cleaning by keeping invoices and receipts.
- J. Sensible protection measures, such as doormats must be taken to protect the carpet.
- K. The stain warranty covers staining caused solely by food and drinks, which are unable to be removed by an approved professional carpet cleaning company. Stains which are removed are done so at the consumer's expense.
- L. The warranty does not apply to marks made intentionally or by negligence, nor to marks which appeared during the laying of the carpet, nor to marks caused by a fire, water damage or any similar accident.
- M. Similarly, marks which have appeared following an unsuitable use of chemical products, improper cleaning methods or the use of the carpet for a purpose for which it is not intended are not covered.
- N. The warranty does not apply in the event of deterioration due to normal wear and tear of the carpet, crushing of the fibres and/or shading.
- O. Responsibility for any other direct or indirect damage is expressly excluded.
- P. If within ten years of purchase your carpet becomes permanently stained because of an accidental spillage or soiling a replacement carpet will be provided by the manufacturer. For every full year since the date of purchase a deduction of one tenth of the value of the carpet will be made (e.g, after five years you will be expected to contribute 50% of the replacement price).
- Q. If the carpet has to be replaced, Cavalier will supply, an equivalent carpet chosen from our range, for the defective surfaces, to the exclusion of other demands.
- R. The guarantee covers supply only and does not cover uplift, fitting or any costs incurred for moving any furniture while the new carpet is being laid.
- S. If applicable, the surface to be replaced is limited to the room involved, regardless of the presence or otherwise of a physical threshold, such as a door bar.
- T. An independent expert will be appointed in the event of disagreement to inspect the carpet on-site.
- U. Warranties offered are applicable to selected Cavalier Carpets purchased and installed in the United Kingdom, I.O.M., Channel Islands & the Republic of Ireland.
- V. Your statutory rights are not affected by this warranty.
- W. Any appearance change including; staining, colour change or loss, flattening, matting and crushing due to local conditions is not covered by the warranty, as this does not constitute abrasive wear.

## Ranges covered by Warranties

Waranty Type	2 Year Cavalier	10 Year Stain	10 Year Wear	15 Year Wear	20 Year Wear
<b>Wool Rich Cut Pile</b>					
Architect Twist	✓				✓
Cartouche	✓				✓
Cosmopolitan	✓			✓	
Country Collection	✓		✓		
Criterion	✓			✓	
Guildhall	✓				✓
Liberty	✓			✓	
Pennine Heathers	✓			✓	
Snowdon	✓			✓	
<b>Wool Rich Loop Pile</b>					
Coastal Loop	✓		✓		
Curlew	✓		✓		
Hawk Loop	✓		✓		
Lupo	✓		✓		
Owlet	✓		✓		
Millstone	✓		✓		
Strata	✓		✓		
<b>Polyester / Polypropylene</b>					
Stain-less Distinctions	✓	✓	✓		
Elixir	✓	✓	✓		
Satin	✓	✓	✓		
Silken	✓	✓	✓		

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