

WARRANTY

June 2016

At Edel Telenzo, we are proud of all carpets we produce and sell. All our carpets need to pass extensive testing. Every carpet is tested for a life span of 5 years: should a quality fail to meet the requirements, it will not be taken into collection. Therefore, we are confident to include a 5-year warranty on all our qualities.

WARRANTY

Warranty is given on all claims related to;

- manufacturing faults (relating to e.g. colour, construction, pattern and shortage)
- extreme fading (tolerance according to EN1307)
- moths (only applicable to wool carpets)

WARRANTY CONDITIONS

The warranty applies only when the requirements below have been met;

- the carpet should be inspected before being fitted. Claims for manufacturing faults cannot be accepted after the carpet has been laid; fitting costs are not reimbursed in case of a clear manufacturing fault.
- the carpet needs to be fitted according to the installation instructions; no warranty is given on claims related to installation.
- claims with regards to "striping" need to be reported within 6 weeks.
- the carpet needs to be fitted in a room that matches the carpet's suitability (i.e. do not fit a carpet suited only for domestic use in a commercial location).
- there is no warranty on stains. For maintenance instructions and stain treatment, please consult Dr Schutz via www.dr-schutz.com.

REIMBURSEMENT

Claims that are acknowledged are reimbursed according to the following scheme:

- claim during year 1: 100% reimbursement
- claim during year 2: 80% reimbursement
- claim during year 3: 60% reimbursement
- claim during year 4: 40% reimbursement
- claim during year 5: 20% reimbursement

Please note that for claims on missing tufts, the intention is always to resolve rather than to replace the carpet.

REPORTING A CLAIM

Service and quality are of the utmost importance at Edel Telenzo. Any claim we therefore want to solve both quickly and carefully.

To ensure a quick and correct handling of your claim, please always report it to our sales team. They can be reached via 01422 374 417 or 371 226 or via sales@edeltelenzocarpets.co.uk. Please describe the claim as detailed as possible, including images where available. Should it be deemed necessary, a visit will be brought to the carpet after which the claim will be accepted or not. We always intend to settle a claim within 3 weeks.