

Warranty

At 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 that to include a 5-year warranty on all our qualities.

The Telenzo Promise



WARRANTY

Warranty is given on all claims related to:

- Manufacturing faults (relating to e.g. colour, construction, pattern)
- Extreme fading (tolerance according to BS EN ISO standard)

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

REPORTING A CLAIM

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

WARRANTY CONDITIONS

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

- The carpet should be inspected before being fitted. Claims for clear manufacturing faults reported after fitting may be rejected.
- Any fitting costs incurred in the replacement of a carpet due to a warranty claim will be agreed on a case by case basis. The carpet needs to be fitted according to the installation instructions; no warranty is given on claims related to installation.
- The carpet needs to be fitted in a room that matches the carpets suitability (i.e. do not fit a carpet suited only for domestic use in a commercial location).
- Stains or spots, whether caused intentionally, by negligence, the incorrect use or chemicals or treatments, or by fire, water or other similar events are not covered by this warranty. For advice on the removals of stains or spots please consult an appropriate professional or refer to <https://ncca.co.uk/>

To ensure a quick and correct handling of your claim, please always report it to our customer service team. They can be reached at **+44 1827 831 502** or via sales@telenzocarpets.co.uk. Please ask for a fitted complaint form which will need to be completed and returned to the team. Should it be deemed necessary, a visit will be brought to the carpet after which the claim will be accepted or not.