



HUGH MACKAY

GREAT BRITISH CARPETS

Warranty Document

November 2024

Wear Warranty

What is a wear warranty?

A wear warranty determines how long a range is covered for general wear and tear. This is also deemed the lifetime expectancy of the range and can vary from 7 to 20 years.

If a claim is made against a wear warranty, we follow the table below which reflects the percentage of money back you are able to claim, depending on how long the carpet has been installed:

Wear Warranty	To claim 100% free replacement	To claim 50% discount on replacement	To claim 25% discount on replacement
7 Year Wear Warranty	0 - 2 years	3 - 5 years	6 - 7 years
10 Year Wear Warranty	0 - 4 years	5 - 7 years	8 - 10 years
12 Year Wear Warranty	0 - 5 years	6 - 8 years	9 - 12 years
15 Year Wear Warranty	0 - 6 years	7 - 10 years	11 - 15 years
20 Year Wear Warranty	0 - 8 years	9 - 15 years	16 - 20 years

For example:

If you have had a carpet fitted that has a 10 year warranty, has been for 2 years and is showing signs of unreasonable wear and tear, you are able to claim a **FREE** replacement.

If however you have had it for 5-7 years then you can only claim 50% of the cost of the carpet to put towards a replacement.

If you have had it for 8-10 years, then you can only claim 25% of the cost of the carpet to put towards a replacement.

Terms and Conditions

Below are the T's & C's for the wear warranty:

1. All warranties should be registered as soon as the carpet is fitted and no longer than 3 months after
2. This warranty is intended for the original purchaser and can not be transferred to another.
3. Hugh Mackay have the right to inspect the carpet should a complaint be made and carry out tests on the affected area to ensure appropriate maintenance and cleaning has been done regularly.
4. Faults that are seen to not be manufacturing defects will not be accepted under any warranty, this includes Pile Reversal (Shading).
5. The carpet should be professionally cleaned a minimum of once every two/three years from the date of purchase and evidence of this should be kept in case the warranty is actioned upon.
6. Any replacement will be 'like for like' subject to available ranges at the time of a replacement being offered. Cash alternative is not an option. Should a replacement be selected that is dearer than the original purchase, the difference in cost will be covered by the consumer.
7. This warranty does not cover the cost of fitting, removal or underlay and is a material only offer.

Moth Away Warranty

Why should we think about Moths?

Moths are attracted to the natural protein fibres within wool and wool blends products as it. They also benefit from warm, dark areas which is our houses are also the perfect home for them. In almost every case, there is a local water source nearby such as a river, lake or pond.

If you know your home is prone to moths, we recommend carrying out thorough cleaning throughout to ensure any moths can not settle within your carpet.

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12 Year Wear Warranty	0 - 5 years	6 - 8 years	9 - 12 years
15 Year Wear Warranty	0 - 6 years	7 - 10 years	11 - 15 years
20 Year Wear Warranty	0 - 8 years	9 - 15 years	16 - 20 years

What is our moth away warranty?

We offer a warranty that is specifically tailored to combating moth's and the damaging effects they can have on wool and wool blend products.

The warranty works alongside our Wear Warranty in terms of how long a carpet is covered and what you can claim.

You do not need to register for this warranty, as it is automatically applied upon purchase.

Terms and Conditions

Below are the T's & C's for the Moth Away Warranty:

1. This is a FREE Lifetime Warranty, which coincides with the wear warranty on the range purchased and any carpets outside of this time period will not be accepted under the warranty.
2. This warranty is intended for the original purchaser and can not be transferred to another.
3. Hugh Mackay have the right to inspect the carpet should a complaint be made and carry out tests on the affected area to ensure appropriate maintenance and cleaning has been done regularly.
4. The carpet should be professionally cleaned a minimum of once every two/three years from the date of purchase and evidence of this should be kept in case the warranty is actioned upon.
5. Regular vacuuming and maintenance is vital in order to stop moth infestation. If evidence is found that maintenance has not been carried out whilst the carpet has been fitted, Hugh Mackay are within their right to not accept the warranty should it be actioned.
6. Any replacement will be 'like for like' subject to available ranges at the time of a replacement being offered. Cash alternative is not an option. Should a replacement be selected that is dearer than the original purchase, the difference in cost will be covered by the consumer.
7. Once a replacement offer has been made and the original uplifted, sufficient evidence of a Pest Control Extermination needs to be presented to show the issue has been eradicated before any replacement is fitted.
8. This warranty does not cover the cost of fitting, removal or underlay and is a material only offer.
9. All wool and wool mix carpets should be registered under the Moth Away Warranty within 30 days of purchase.
10. Hugh Mackay are not liable to cover any costs for pest control services.