



Redbook green® carpets
make a world of difference in:

- ✔ SOFTNESS
- ✔ STAIN PROTECTION
- ✔ COLOURFAST
- ✔ DURABILITY
- ✔ ENVIRONMENT

Made from
Sorona® polymer
37% natural
corn sugar*

Redbook green® Warranty and Care Guide

Redbook *carpets* green® 

*DuPont™ Sorona® contains 37% renewably sourced™ ingredients by weight.



Carpet that makes the world of difference

The “Redbook green® butterfly effect” encapsulates the notion that even the simplest eco-conscious decisions made now, can make the world of difference for the future.

Choosing an Australian made Redbook green® carpet will make the world of difference to your home environment. To help you choose the perfect Redbook green® carpet to provide a comfortable lifestyle for you and your family, this guide explains the comprehensive warranty package that comes with a Redbook green® carpet, as well as some tips on carpet care to keep your carpet looking good for years to come.

The renewable benefits of Sorona® polymer made from natural corn sugar* combined with exceptional stain resistance, colourfastness, wear benefits and ultra softness, puts Redbook green® carpet in a field of its own.

Redbook green® carpets are backed by the following Australian warranties so you can be assured of the reliability and convenience of Australian after sales service.

*terms and conditions apply - see pages 8 -13 of this booklet.

Index

Page

✔ Selecting your Carpet	2
✔ The Carpet Care Program	2
Preventative Measures	2
Regular Vacuuming	3
Steam Cleaning	3
Removal of Spots and Spills	4
Staining Versus Soiling	4
✔ Carpet Performance Characteristics	5
✔ Carpet Installation	7
✔ Consumer Warranties	8
✔ Redbook green® Warranties	8
Stain Protection Warranty	9
Full Pet Warranty	9
Soil Protection Warranty	9
Wear Warranty	9
Colourfast Warranty	10
Anti-Static Warranty	10
Manufacturer's Defects Warranty	10
✔ General Warranty Conditions	10
✔ Exclusions under Redbook green® Warranties	11
✔ If your Carpet Fails to Perform	12
✔ Homeowner Obligations	13
✔ Making a Claim	13
✔ Purchase Record	14



Selecting your Carpet

Whether you are replacing old, out of date carpet, buying for the first time or just giving your room a colour makeover, there are many things to consider when selecting carpet. Which rooms of your home is the carpet going in and how much foot traffic is likely in those rooms? Do you have children and/or pets? What is your décor style? Considering these factors will help you decide on the best carpet for your home.

As a general rule, you should seek to purchase the highest quality carpet you can afford, so you can continue to enjoy your selection for years to come.

The longevity, appearance and texture of a carpet are largely determined by its fibre type. Redbook green® carpets are made from triexta, one of the most durable, stain resistant and colourfast fibres, yet remarkably soft. So a Redbook green® carpet will provide long lasting comfort in your home. Performance of carpet is related to the amount and quality of fibre in the pile. The better the fibre and the denser it is packed, the better the carpet's performance.

Colour is one of the most important aspects to consider when choosing carpet as it impacts the mood, feelings and personality of a room. Colour can help alter the appearance of a room's size and shape and allows you to make the most of natural and artificial light. When selecting a new carpet, you should take home a sample and view it in your home at various times of the day, as colour can appear different under varying lighting sources. Fade resistance can vary between carpets. Redbook green® carpets are warranted to not significantly change colour due to sunlight, or even ozone (see page 10 for details). Darker, multi-coloured and patterned carpets are especially effective at hiding soiling compared to solid shade, lighter carpets.

Texture is also an important consideration. As well as providing visual appeal, carpet texture adds dimension to a room. Cut pile plush and twist carpet constructions can show a permanent pile reversal (see page 5), a characteristic that is a matter of personal taste. Textured and loop pile carpets offer a more uniform finish.

Cut pile carpets can be suitable for homes with domestic pets, as their claws will not catch like they can on textured or loop piles carpets.

Your new carpet is a substantial investment and like your other fine furnishings, requires proper care to keep it attractive over the years to come. You can protect your investment, prolong the life of your carpet and enhance the quality of your indoor environment by establishing a regular maintenance schedule.

Triexta carpet rarely wears out in terms of fibre wearing away. Rather, its appearance may simply deteriorate over time to a point at which it is no longer acceptable. Experience has shown that proper maintenance of your carpet can help prolong the appearance of your carpet.



The Carpet Care Program

A comprehensive carpet care program consists of four elements:

- > Preventative measures
- > Regular vacuuming
- > Steam cleaning
- > Removal of spots and spills

Preventative Measures

- ✔ Use new, quality underlay under your carpet, particularly on stairs. Good underlay not only gives better resilience underfoot, but can also add to the life of your carpet. Installing carpet over carpet (ie. using old carpet as underlay) is not recommended.
- ✔ Try to keep your entrance ways free of excessive dirt and substances which can be tracked into the home. Outdoor mats should be used at all entrances to absorb soil and moisture. Mats should be cleaned on a regular basis so they don't become sources of soil themselves, especially during wet weather.

- ✔ Protective indoor mats or rugs are very useful in front of chairs, as the continual grinding of footwear can accelerate wear in these areas. This wear is usually most prevalent in front of chairs used for TV viewing, computer use and under tables.
- ✔ Move heavy furniture occasionally to avoid excessive pile crushing. The use of coasters under the legs of tables, chairs and other furniture will help distribute the weight and prevent crushing the pile. Use a protective chair pad under chairs or appliances with rollers or castors to prevent wear and damage to the carpet. When moving heavy wheeled furniture (pianos, buffets, etc), prevent damage by placing a protective barrier of heavy cardboard or similar between the wheels and the carpet.
- ✔ Be sure to regularly remove and clean any rugs used over your carpet. Clean and restore the pile of the carpet in the underlying area. Check rugs for colourfastness before replacement, as the dyes in some rugs may bleed through to the carpet. After cleaning your carpet, remember to allow complete drying before replacing rugs.
- ✔ Protect your carpet from prolonged periods of sunlight with blinds, shades or awnings and move furniture periodically to expose all areas evenly.
- ✔ Note of Caution: The colour of your carpet may be affected by various commonly used household products. Some examples are acne medications (cream/lotion) – insecticides – furniture polishes – plant foods – household bleaches – acids – strong alkali – athletic or muscular liniments or creams – chlorine, i.e. swimming pools – hair colourings – corn plasters. These types of products if spilt or sprayed inadvertently on to your carpet, may cause irreversible discolouration. You should carefully read the manufacturer's direction for the particular products use.

Regular Vacuuming

The most important step in caring for your carpet is vacuuming. Vacuum thoroughly and frequently, particularly in high-traffic areas. Bear in mind that walking on soiled carpet permits the soil particles to work their way below the surface of the pile, where they are far more difficult to remove and can damage the fibres. Frequent vacuuming removes these particles from the surface before this happens.

A good quality vacuum cleaner is vital to prolonging the beauty and life of your carpet. A base model machine can remove surface dirt but will not effectively remove the hidden dirt and particles embedded in the pile.

It is recommended to use either an upright or quality barrel vacuum cleaner (right), fitted with a power driven rotating brush or combination beater/brush bar that moves around the carpet pile and mechanically loosens soil for removal by the vacuum. This is best suited for low cut pile carpet.

To prevent excess fuzzing turn the brush off or change the head when vacuuming loop pile, cut loop pile or berber carpet.

A light vacuum is recommended at least twice a week and a thorough vacuum weekly. A light vacuum is classed as three passes over an area. A thorough vacuum is five to seven passes over the area.

Steam Cleaning

Carpet should be steam cleaned regularly, approximately every twelve to eighteen months depending upon the usage and colour. Even though both light and dark colours attract the same dirt and grit, lighter colours tend to show soiling earlier.

Steam cleaning should always be performed by a reputable professional steam cleaner. Your carpet retailer can recommend one.

Steam cleaning when carried out should be in accordance with Australian and New Zealand carpet



Staining Versus Soiling

It should be noted that there is often confusion about the difference between staining and soiling. The majority of stain complaints are actually soil related. For example, many sugar based spills, such as soft drinks and coffee can leave a sugar residue after removal if not rinsed out and dried properly. This sticky residue readily attracts soil from ordinary shoe traffic and the resulting discolour area appears to be a stain.



cleaning and maintenance standard AS/NZS3733. Reputable carpet cleaners are aware of and abide by this standard.

Shampooing, do-it-yourself steam cleaning or dry cleaning of carpets is not recommended. While Redbook green® carpets have stain resistance to improve your ability to clean up stains, they cannot totally prevent all stains.

Removal of Spots and Spills

Prompt and immediate attention to any spillages or stains is paramount to avoid the penetration of the stain into the carpet fibres and pile and avoid potential discolouration and unsightly markings. Liquids (particularly hot liquids) must be attended to immediately. If allowed to cool or dry, the stain will be almost impossible to remove. However, care must be taken as haphazard attempts at spot removal can cause permanent setting of stain, pile distortion and loss of colour.

1 **Do Not Scrub** - Immediately remove as much of the spill as possible. For solids use a blunt knife or spoon. Blot up liquids by applying pressure with white paper towels or tissues. Use a wet/dry vacuum for large spills.

2 **Cold Water** - Just cold water and an absorbent sponge are recommended to remove stains from Redbook green® carpets. Always work from the outside of the stain or spillage towards the middle to avoid further spreading using a blotting or dabbing motion. If the stain persists, gentle rubbing is advised but use caution to avoid altering the texture of the carpet.

3 **Press Dry** - Once the stain has been removed with cold water, press dry with a clean white cloth or white paper towel.

4 **Dry** - After the spill or stain has been treated, place several layers of white paper towels over the area and place a flat weight on them until dry. Do not walk on the carpet until dry.

5 **Repeat** - If the stain fails to respond, repeat the above treatment until stain is not evident (this can be repeated over a number of days).

6 **Call a Professional** - If the stains fail to respond adequately to treatment, call a professional carpet cleaner immediately.



Carpet Performance Characteristics

Damaged (or Missing) Tufts

Pets can damage tufts by scratching at the carpet pile, or alternatively, damage can be caused when moving furniture. This can be rectified by sewing back the missing tufts by hand. Re-tufting is also a satisfactory way of repairing severe cigarette burns or other small areas of damage. To provide spare tufting yarn, it is a good idea to keep a small piece of spare carpet aside.

Shedding and Fluffing

Most carpets will shed some fibre when they are new. This is not a carpet defect, merely a fibre residue left over from the manufacturing process. Some carpets will shed loose fibre for longer periods than others, depending on the type of carpet.

Tracking (Flattening) and Matting

Tracking and matting are conditions that tend to occur in high usage areas e.g. in walkways, on stairs, in front of chairs and under tables. These conditions are a greater risk with lighter weight carpets where the fibres can more easily lay over. Regular vacuuming and immediate cleaning of spillages are the greatest aid in preventing tracking and matting. An additional aid is to place rugs in front of chairs, under tables, in passageways and other heavily used areas. These conditions are not considered to be manufacturing faults.

Sprouting Tufts

The loops or tufts of carpet may pull if caught by a sharp object such as pets' claws. If this occurs, the loop should be cut off level with the pile using a pair of sharp scissors (see example right). Never try to pull a sprouting yarn out, as this may cause a run in the carpet.



Permanent Pile Reversal

(commonly known as shading or watermarking)

The phenomenon of permanent pile reversal may develop in any cut pile carpet and at times areas of the carpet appear to become lighter or darker than the surrounding area. This occurrence in cut pile carpets is random and largely unexplained. It cannot be predicted or prevented and appears to be related to location of use, rather than the type of carpet construction or materials used.

Permanent pile reversal is not a manufacturing fault and its existence has no effect on carpet performance. However as the development of this phenomenon can affect the appearance of a carpet, you are advised to discuss this characteristic with your retailer when considering carpet purchase. Further information on permanent pile reversal is also available from the Carpet Institute of Australia on free call 1800 188 822.

Colour Variation

It is normal for installed carpet to show minor colour variation from selling samples or minor variations between production runs and dye lots. Our quality assurance program (AS/NZS ISO 9001:2000 certified) seeks to minimise potential for variance and ensure any variation is within recognised textile industry standards.

Stairs

Even though some carpets are deemed suitable for use on stairs, it is possible pile distortion (or flattening) will occur over time on the stair nosings and tread area. Stairs are subject to a singular concentrated foot pressure. It is recommended that you purchase a spare section of carpet to use for the replacement on stairs, if over time the carpet pile becomes not to your liking.

Wrinkling (or Rucking)

Wrinkling may occur after installation. It can be caused by excessive humidity, inadequate underlay, or not using the recommended installation procedures, especially relative to power stretching. A competent installer can usually correct this problem.

Shift Lines

Due to the method of manufacture of some carpets, there may be the occurrence of shift lines across the width of the carpet. Light shining across the carpet from certain angles may accentuate the shift line effect. The appearance is not a manufacturing fault and will have no detrimental effect on the performance or durability of the carpet.

Phasing and Paneling

All sisal look carpets where the aesthetics of design is enhanced by random effects of contrasting colours, can show the phenomenon known as phasing. This is where the random effects of the contrasting colours, coincide in production. The occurrence of paneling may be seen in loop pile carpets, whereby the shading effects of colour patterning can appear as paneling down the carpet. These effects are an accepted part of the design and will in no way be detrimental to the carpets performance.



Carpet Installation

All carpets should be laid, and to obtain the benefit of the Redbook green® warranties set out later in this guide must be laid, in accordance with AS/NZS 2455.1:2007 "Textile floor coverings – Installation practice – General" and the Redbook Carpets Installation Recommendations (available at www.feltex.com or by calling 1300 130 239).

Carpet should always be installed with new, quality underlay. Underlay and carpet are designed to work together as a complete flooring system and underlay should always be used. Quality underlay will provide better comfort and resilience while extending the life of your carpet. Ask your retailer to match a quality underlay (compliant with the appropriate classification for the intended use/application as per AS 4288-2003 i.e. light residential, general, luxury, commercial or heavy commercial) with the quality and proposed use of your carpet.

Insist on trained professional tradesmen to install your carpet. Before making any cut from a roll, ensure your installer examines the carpet and checks for length, quality, pattern, colour and dyelot.

To avoid bubbling and wrinkling, all carpets should be power stretched in both length and width during installation using a power stretcher with extendable poles (not knee kickers).

The quality of an installation depends on the quality of the seams. If the seams are not permanently bonded together, the carpet may unravel and begin to break down at the edges, making it appear badly fitted and causing premature wear. Seam adhesive (sealer) must be used for all seams (widthwise and lengthwise). Use a solvent base seam seal adhesive on direct glue down applications or a latex base seam seal adhesive for conventional installations. Seams are not covered by the Redbook green® warranties.

Carpet pile should run in the same direction throughout the house, sweeping towards the main entrance where possible. Seams and cross joins in the wrong place can spoil the appearance of your carpet and lead to premature wear. Generally seams should run in the same direction as most foot traffic. Seams should also be avoided in high traffic areas and be kept as far away from windows as possible so light does not fall across the seam making it more obvious. Ask the installer where they will place seams and cross joins.

Carpet pile should sweep down on stairways. A little hidden extra carpet should be folded back at the top and bottom of stairs so that as the edges of the tread are worn down, the carpet can be moved to hide the wear point. Purchasing extra carpet to update stairs is recommended.

Failure to have your carpet installed using the above guidelines may adversely affect the performance of your carpet.

Consumer Warranties

Our goods also come with warranties that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

Redbook green® Warranties

The following warranties are provided by Feltex Carpets Pty Ltd ABN 60 068 166 843 trading as Redbook Carpets (Redbook Carpets) and the benefits given by them are in addition to other rights and remedies of the consumer under a law in relation to the goods.

The Redbook green® warranties are subject to and qualified by the "General Warranty Conditions" (Page 10) and "Homeowner Obligations" (page 13).

Which Carpets are Covered?

Carpets that are covered by Redbook green® warranties will have the appropriate warranty labels affixed to the back of the store samples. Your authorised Redbook green® retailer will be pleased to help you with any queries regarding these warranties.

You should establish the specific warranties applicable to a particular carpet by checking the labels on the back of the carpet samples prior to purchase.

Who is Covered?

The Redbook green® warranties protect you, the original carpet purchaser, if you have purchased a Redbook green® branded carpet for your own residential use in an owner occupied residence and are not transferable.



STAIN PROTECTION WARRANTY

Protects against most food and beverage spillages

The surface pile of your Redbook green® carpet is warranted by Redbook Carpets to resist stains from most food and beverages (including mustard, hot coffee herbal teas) and water soluble, non-wax or non-oil based products for the period set out in the Stain Protection Warranty label affixed to the sample, following original installation.

This warranty does not mean your carpet is completely stainproof, and this warranty does not cover:

- ✔ Stains caused by acids or oil based or wax based substances (including tar, shoe polish, paints, lipstick, mascara, olive oil, pesto), vomit and, non-domestic pet urine or faeces.
- ✔ Stains which become permanent because care and stain removal procedures contained in this guide are not carried out.

FULL PET WARRANTY

Protects against stains from domestic pets

The surface pile of your Redbook green® carpet is warranted by Redbook Carpets to resist stains from domestic pet urine and faeces for the period set out in the Full Pet Warranty label affixed to the sample, following original installation.

SOIL PROTECTION WARRANTY

Protects against soil buildups

Your Redbook green® carpet is warranted by the manufacturer Redbook Carpets to not have a noticeable colour change due to deposits of dry soil resulting from normal indoor household foot traffic or the period set out in the Soil Protection Warranty label affixed to the sample, following original installation.

Attempts to clean before making a claim under Stain Protection, Full Pet and Soil Warranties:

Prior to making a claim under the Stain Protection, Full Pet and Soil Protection Warranties you must have tried cleaning the affected area of your carpet by using the recommended cleaning procedures. If the affected area remains unsatisfactory after you have tried these cleaning procedures: see page 4 of this guide, then you must have the affected area of your carpet professionally steam cleaned. If the affected area still remains unsatisfactory after the professional cleaning, notify your retailer as set out in the "Making a Claim" section of this brochure (page 13). To be able to claim any of the Stain Protection, Full Pet and Soil Protection warranties, you must provide proof that professional steam cleaning of the affected area was undertaken within 30 days of your carpet being stained.

WEAR WARRANTY

Protects against fibre loss given normal residential wear

The surface pile of your Redbook green® carpet is warranted by Redbook Carpets to not abrasively wear more than 10% within the period set out in the Wear Warranty label affixed to the sample, following original installation (the % wear being determined by Redbook Carpets after inspection and testing of the carpet).

Abrasive wear means actual fibre-loss from the pile of the carpet, other changes in carpet appearance e.g. matting (the loss of twist from the tips of pile and entanglement of the fibre), or crushing (being the non-restorable loss of pile thickness due to foot traffic, a castor wheel or pressure of furniture).

Also specifically excluded from this warranty, in addition to exclusions set out in the General Warranty Conditions, is damage caused by tears, pulls, pilling, burns, furniture or wheels.

COLOURFAST WARRANTY

Protects against fading and ozone damage

Redbook Carpets warrants that within the period set out in the Colourfast Warranty label affixed to the sample, following original installation your Redbook green® carpet will not show a permanent colour change due to exposure to sunlight or atmospheric contaminants (including ozone or oxides of nitrogen) greater than one unit as measured by the American Association of Textile Chemists and Colorists. (AATCC) Gray Scale (which is an internationally recognised comparison system to determine the extent of colour differences). Colour changes of less than one unit should not significantly impact upon the visual appearance of your carpet.

Any changes in carpet colour or fading or other discolouration resulting from other external causes such as spills of household chemicals and other non-food and beverage substances or chemical influences are excluded from this warranty.

ANTI-STATIC WARRANTY

Reduces and protects against static build up

Static electricity is an accumulation of an electrostatic charge. Redbook Carpets warrants that for the period set out in the Anti-Static Warranty label affixed to the sample, following original installation that your Redbook green® carpet will not generate static electricity in excess of 3.5 kilovolts (when tested according to AATCC 134 – a laboratory simulation assessing the static generating tendency developed when a person walks over carpet). This means your Redbook green® carpet will not cause discomfort which can be caused by static build up.

MANUFACTURER'S DEFECT WARRANTY

Warrants against manufacturing defects for the life of the carpet

Redbook Carpets is so confident as to its manufacturing process that your Redbook green® carpet is warranted against all manufacturing defects for the life of the carpet.

General Warranty Conditions

These Redbook green® warranties apply only:

- ✔ in Australia;
- ✔ in respect of carpet purchases after 1 May 2012;
- ✔ to the original purchaser of the carpet
- ✔ to carpet professionally installed over underlay in accordance with the installation recommendations set out in this guide under "Carpet Installation" (page 7);
- ✔ to new first quality carpet; and
- ✔ to carpet used in an owner occupied single family residential home, excluding where used in bathrooms, kitchens and utility areas such as laundries, wet areas and areas subject to significant non foot traffic.

The Redbook green® warranties immediately cease to apply if the home ceases to be an owner occupied, single family residence: for example, if the home is tenanted or used by more than one family.

These Redbook green® warranties are not transferrable.

Exclusions under the Redbook green® Warranties

Domestic Use/Non-Transferability

These Redbook green® warranties are extended only to the original purchaser of the carpet for domestic indoor use of the carpet in owner occupied single family private residence, in accordance with the recommendation/s made on the ACCS rating (if applicable). The Redbook green® warranties do not cover:

- ✔ Any non-residential or commercial applications of the carpet or tenancing of the premises in which the carpet has been installed.
- ✔ Any carpet installed on stairs (unless appropriately stair rated by the ACCS), outdoors or in utility areas such as bathrooms, kitchens, laundries, wet areas, or in areas subject to other than ordinary foot traffic
- ✔ Damage caused by use in excess of the recommendation/s made on the ACCS rating shown on the ACCS label on the back of the sample. The ACCS User Guide explaining the recommendations is available at www.carpetinstitute.com.au/accs/index.htm.

First Quality Products

Redbook green® warranties only apply to first quality carpets and are not applicable to carpet sold as second quality, irregular, used, shorts or mill end.

Improper Installation and Use of Underlay

Improper installation can cause problems with your carpet. Carpets must be properly installed over underlay in accordance with the installation recommendations set out in this guide under "Carpet Installation" (page 7). Redbook green® warranties do not cover any damage due to improper installation (eg. wrinkling due to insufficient stretch, loss of tufts due to improper seaming and seam peaking) or due to the failure or non usage of underlay or the laying of carpet over carpet.

Improper Maintenance or Inadequate Care

Your carpet requires routine maintenance and should be properly maintained in accordance with the recommendations described in this guide under "The Carpet Care Program" on page 2, including steam cleaning performed by a trained, qualified carpet care professional at least every 12-18 months. Redbook green® warranties do not cover damage to your carpet caused by improper maintenance, application of improper cleaning agents, methods or damage caused by failing to carry out proper routine maintenance in accordance with the recommendations contained in this guide.

Accidents, Abuse or Normal Wear

Your Redbook green® warranties do not cover:

- ✔ damage caused by mishaps or accidents (other than events specifically warranted), abuse (being any use considered unreasonable given the normal and expected use of carpet in a owner occupied single family residence) burning, flooding, cutting, pet damage (other than by domestic pet urine or faeces), or smoke
- ✔ damage caused by sporting equipment such as roller skates, golf shoes or gym equipment
- ✔ damage caused by risks covered by a generally available home owner insurance policy

Carpet on Stair Nosings

Your Redbook green® warranties do not cover damage or appearance problems resulting from the opening of rows of tufts, caused by wrapping the carpet around nosings of stairs.

Problems with Moisture and Hot Substances

Your Redbook green® warranties do not cover problems caused by wetting or the persistence of excessive moisture or exposure to very hot substances (other than most food or beverage spillages).

Differences From Samples

Your Redbook green® warranties do not cover the normal differences between the colour and texture of the retail store sample and the actual carpet.

Topical and After Installation Treatments

Redbook green® warranties do not cover damage due to application of any topical treatments (including fungicides, bactericides, biocides, anti-statics, stain resists, some cleaning agents etc) which has adversely affected the stain and/or soil resistance and/or other attributes of the carpet or any carpet which has been treated after installation with any protective material.

Replacement of Discontinued Carpet

If your carpet has been discontinued and replacement is necessary under the terms of your Redbook green® warranties, Redbook Carpets will substitute a carpet of comparable quality in the affected area.

If Your Carpet Fails to Perform

If any part of your Redbook green® carpet fails to perform in accordance with any of the Redbook green® warranties:

If your claim is made within 15 years from the time of purchase of your carpet:

Redbook Carpets will replace the affected area of the carpet, extending to the nearest wall, doorway or entrance, with Redbook green® carpet which is the same or of comparable quality and meet the reasonable cost of its installation.

If your claim is made after 15 years from the time of purchase of your carpet:

Redbook Carpets will offer you an allowance or a credit (to be redeemed through your original retailer or another retailer in your area nominated by Redbook Carpets) against:

- ✔ the purchase of a Redbook green® carpet which is the same or of comparable quality to replace the affected area of the carpet, extending to the nearest wall, doorway or entrance; and
- ✔ the reasonable cost of its installation (but excluding the cost of its underlay) calculated as follows:

Year in which the claim is made, calculated from the date of the purchase:	Percentage of original retail cost of your Redbook green® carpet including installation, but excluding underlay
Years 16 and 17	75%
Year 18	50%
Year 19	25%
Years 20 and thereafter	10%

In relation to claims made under the Redbook green® warranties, the manufacturer will not reimburse or pay for your time associated with making the claim, new underlay, the cost of cleaning, expert advice, obtaining quotations, moving or replacing furniture, equipment or fittings or the disposal of carpet, underlay or packaging.



Home Owner Obligations

In addition to you complying with the other conditions which apply to the Redbook green® warranties, in order to obtain and maintain your coverage under the Redbook green® warranties you must:

- ✔ Keep proof of purchase in the form of a receipt, bill, invoice or statement from the retailer, showing the price you paid for the carpet and the date of its purchase, together with proof of installation date.
- ✔ Have your carpet installed in accordance with Australian/New Zealand Standard AS/NZS 2455.1:2007 "Textile floor coverings – Installation practice – General" and otherwise in accordance with the guidelines set out in this guide.
- ✔ Maintain your carpet with regular vacuuming and cleaning as per the recommendations in this guide.

So Redbook Carpets has a record of your purchase, you should also complete the warranty form attached to this guide and return it to Redbook Carpets within 30 days of the purchase of your Redbook green® carpet.



Making a Claim

Should you believe your carpet is failing to perform in accordance with these Redbook green® warranties or your Australian consumer law rights, please notify your retailer in writing. Be sure to describe the specific problem and to include a copy of your proof of purchase. If you are claiming under the Stain Protection, Full Pet and Soil Protection Warranties, proof of professional cleaning of the affected area within 30 days of your carpet being stained must be supplied to the retailer. The retailer will take appropriate action, including the notification of Redbook Carpets if necessary. You must bear the expense of claiming under the Redbook green® warranties.

If you are unable to contact your retailer for some reason or if you do not get a satisfactory response from your retailer, please contact Redbook Carpets directly as set out on the back of this guide.



Redbook green[®] Purchase Record

Carpet

Redbook green[®] Product Name:

Colour Number:

Colour Name:

Price per Lineal Metre:

No of Metres Purchased:

Date of Purchase:

Date of Installation:

Retailer:

Name:

Address:

Telephone:

Salesperson:

Signature:

Installer:

Name:

Address:

Telephone:

Signature:

For information about your Redbook green® carpet
or to find your nearest authorised Redbook green® retailer,
contact:

Australia
1300 130 239
www.redbookgreen.com
feedback@feltex.com

Proudly supplied by:
Feltex Carpets Pty Ltd
ABN: 60 068 166 843

Redbook green®
Carpets



Manufactured under a management system certified
as complying with ISO 9001, ISO 14001 and AS 4801 by
accredited certification bodies.

DuPont™ Sorona®
renewably sourced™ polymer



Mixed Sources

Product group from well-managed
forests, controlled sources and
recycled wood or fibre
www.fsc.org Cert no. SGS-COC-003929
© 1996 Forest Stewardship Council

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and are used under license to Feltex Carpets Pty Ltd.

*DuPont™ Sorona® contains 37% renewably sourced ingredients by weight.

+Greenhouse gas emissions from the production of Sorona are 63% lower than nylon 6 (CISO
standard14040). Man made fibre.

97767-1212 AUSTRALIAN EDITION



Redbook green® Warranty Registration

To help us improve our service to you, please answer the questionnaire below: (Tick where applicable)

1. I/We chose this carpet because I/we like the:

- Softness Environmental Benefits Colourfastness Style
 Warranties Stain protection Durability Colour
 Price Other _____

2. The carpet was purchased for use in:

- New home Refurbishing Investment/Holiday house

3. The carpet was selected by:

- Myself My spouse Architect Interior designer
 Other _____

4. I/We started looking for carpet

- <6 months 6-12 months >12months

5. I/We last purchased carpet:

- First purchase 0-3 years ago 3-6 years ago
 6-9 years ago >9 years ago

Customer Name: _____

Address: _____

Suburb: _____ State: _____ Postcode: _____

Date Purchased: _____ Date Installed: _____

Carpet Name: _____ Colour Name: _____

Metres Purchased: _____

Retailer: _____ Sales Person: _____

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