

Urban Collection Carpet Tile – 10-Year Warranty

Welcome to our 10-year Commercial Carpet Tile Warranty - providing you peace of mind and honesty about what is covered. Flooring is a significant investment, so it's important to understand exactly what this warranty covers. If you have any questions, please contact: info@urbancollection.co.nz

Warranty Coverage & Conditions

Urban Collection warrants that, when installed and maintained in accordance with our 'Carpet Tile Care & Maintenance Guide', our carpet tiles will retain at least 90% of their original pile fiber from the for a period of 10 years from the date of installation. This warranty is prorated based on the number of years from the original installation.

Installation Requirements

1. Carpet tiles must be installed in compliance with A/NZS.2:2007 Textile Floor Coverings – Installation Process and maintained as per the Urban Collection maintenance guidelines, using the adhesive recommended by Urban Collection.
2. Proper subfloor preparation must be completed prior to installation. Urban Collection does not warrant the performance of carpet tiles installed over wet or inadequately cured concrete slabs. All subfloors must be properly cured, dry and tested for moisture and pH levels prior to installation, in accordance with industry standards and Urban Collection's guidelines. Failure to comply with these requirements, including installations over wet slabs, may result in product failure and will void this warranty.
3. The use of chair mats and carpet tile protectors is required in all areas where castor wheels are in use.

4. The carpet tiles must be installed by flooring contractor registered with Floor NZ. Urban Collection will not accept liability for the installation of products unless the installation contractor is a Floor NZ registered member.
5. This warranty only applies to the original purchaser and original installation site and is in no way transferable.

Warranty Exclusions

This warranty does not cover damages resulting from:

1. Damage from soiling, staining, indentation, cuts, burns, tears, pulls or pile crush, flooding or other natural disaster.
2. Damage caused by athletic equipment (e.g., roller skates, ski boots, golf shoes, rugby boots) or general roller traffic.
3. Watermarking, shade variations, or dye lot differences (which are not manufacturing defects).
4. Damage from improper use of underfloor heating systems.
5. Improper installation, maintenance or use of unauthorised cleaning agents.
6. Normal wear and tear.
7. Damage from abnormal or excessive wear such as points without appropriate protections such as chair or table pads.

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8. Damage from installation on stairs not fitted with a commercial grade stair nosing.
9. Damage from improper subfloor preparation or contamination (e.g., fats, oils, grease, chemicals, moisture).
10. Damage due to incorrect installation or labour costs for non-professionally installed product.
11. Labour costs for replacing defective product that was visibly faulty before installation.
12. Use of adhesives not recommended by Urban Collection.

Warranty Claims

If you are not satisfied with the performance of your carpet from Urban Collection, please reach out to the retailer from who you purchased and had the carpet installed. Depending on the nature of your complaint, the flooring retailer will arrange for an onsite inspection to assess the issue. Should a manufacturing defect be found, Urban Collection will cover the cost of repairing or replacing the carpet in the affected area. The replacement carpet will be of comparable quality and to the nearest available colour from a current range, or Urban Collection will compensate you for the actual replacement cost of the carpet in the affected area. This warranty does not cover costs associated with making the claim itself, cleaning, repainting, expert consultation, moving furniture/equipment, alternative accommodation during works or product disposal fees. Any replacement product is warranted only for the remaining period of the original warranty term. The claimant must provide proof of purchase when submitting a warranty claim. This warranty is only valid for products that have been paid for in full.

General Provisions

- Urban Collection reserves the right to inspect the installation and determine the cause of any alleged defect.
- Urban Collection's liability under this warranty is limited to the repair or replacement of defective tiles or the provision of an allowance, at its sole discretion. The company is not liable for indirect, incidental, or consequential damages – like lost income or property damage.
- This warranty is the sole and exclusive warranty provided by Urban Collection and supersedes all other warranties, whether express or implied, including any implied warranties of merchantability or fitness for a particular purpose.
- For more information or to initiate a warranty claim, please contact your contractor/retailer or Urban Collection directly.
- Urban Collection reserves the right to have the final say in regard to warranty claims.

Warranty Value

Like any asset, flooring depreciates over time. The pro-rated warranty provides the following coverage:

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- Years 1–3: 100%
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- Years 4–6: 50%
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- Years 7–8: 25%
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- Years 9–10: 10%
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In conclusion, Urban Collection's warranty is designed to offer you added assurance through reliable coverage and product support. The benefits provided under this warranty are in addition to any rights or remedies you may have under the New Zealand Consumer Guarantees Act (CGA) 1993. We remain committed to ensuring your satisfaction and confidence in every purchase.