

TUNTEX™

15
Years
warranty

CARPET
WARRANTY

FOREWORD

This warranty begins when the nylon carpet product is installed by Tuntex-authorized installation professionals in accordance with Tuntex's current installation specifications, including the use of adhesives.

The warranty will remain valid for 15 years from the date of the original installation. The fifteen-year warranty is further defined as the fifteen-year period during which the carpet is owned and maintained by the original end-use purchaser. In case of any warranty-related claim, the original invoice issued by Tuntex or Tuntex-authorized dealer must be provided. If the above terms are not followed, a standard two-year warranty against manufacturing defects will be in effect.

Installation specifications and carpet care recommendations can be obtained from sales representative of Tuntex or Tuntex-authorized dealer.

TUFT BIND

Tuntex warrants that standard performance of its Duraback Backing will be provided with tuft bind force that are consistent with accepted industry standards for carpet tile products. If a product fails to meet this standard or a product defect is responsible for substandard performance, Tuntex will conduct an independent assessment and provide a resolution. Such specific product and performance criteria may be listed and documented as part of this specific warranty.

STATIC PROTECTION

Tuntex warrants that its standard performance carpet tile will prevent static buildup in excess of 3.5 KV when tested in accordance with AATCC Test Method 134 at a temperature of 70°F and a relative humidity of 20%.

BACKING INTEGRITY/ DELAMINATION

Tuntex warrants that the backing will not delaminate under normal use.

SMOKE DENSITY

Tuntex warrants that its standard carpet tile will generate an optical density of smoke lower than the generally accepted maximum rating of 450 when tested in accordance with ASTM Test Method E-662 (NFPA 258).

RADIANT PANEL

Tuntex warrants that its standard carpet tile comply with the fire protection law when tested in accordance with ASTM Test Method E-648.

LIMITATIONS

Any portion of the Tuntex standard performance carpet tile not performing as stated will be repaired to conform to the warranty. If repair is not commercially practical, Tuntex may, at its option, replace the affected carpet for the affected area with an equivalent product that is currently in product line during the first two years. Tuntex will bear the costs of the carpeting, reasonable freight charges, and labor fees. All other expenses, including those for moving equipment, furniture, partition wall, etc., shall be borne by the end-use purchaser.

Carpet installed on stairs or in areas subject to abnormal foot-traffic use (i.e., golf spikes, other spiked footwear, ski boots, and the like) is excluded from the warranty. Chair pads are required under roller caster chairs for this warranty to be in full effect. This warranty does not cover burns, cuts, fading, matting, pills, pulls, odor, soiling, staining, tears or damage due to improper installation or due to improper cleaning agents or methods, incidental and consequential damages are not the responsibility of Tuntex, and, to the extent permitted by law, are hereby excluded as to both property damage and personal injury.

OBLIGATIONS OF WARRANTOR

Within ten working days of receiving the claim, Tuntex will designate a representative to inspect and assess the product's performance for the purpose of validating the claim.

NOTIFICATION OF CLAIMS AGAINST WARRANTY

All claims under this warranty must be submitted, in writing, to:

TUNTEX Sales Head Office
666 ShenHong Rd, ZhengRong Center,
Bldg1, 3F, ShangHai, China
Zip: 201106