



Furlong Flooring

First choice flooring for every room

WARRANTY TERMS & CONDITIONS

STAIN WARRANTY

20-year warranty:

If within twenty years of purchase your carpet becomes permanently stained as a result of an accidental spillage or soiling (with the exception of oil based paints) a replacement carpet will be provided by Regency Carpets without charge. For every full year since the date of purchase a deduction of one twentieth of the value of the carpet will be made (eg after ten years you will be expected to contribute 50% of the replacement price).

10-year warranty:

If within ten years of purchase your carpet becomes permanently stained as a result of an accidental spillage or soiling (with the exception of oil based paints) a replacement carpet will be provided by Regency Carpets without charge. For every full year since the date of purchase a deduction of one tenth of the value of the carpet will be made (eg after five years you will be expected to contribute 50% of the replacement price).

7-year warranty:

If within seven years of purchase your carpet becomes permanently stained as a result of an accidental spillage or soiling (with the exception of oil based paints) a replacement carpet will be provided by Regency Carpets without charge. For every full year since the date of purchase a deduction of one seventh of the value of the carpet will be made (eg after three years you will be expected to contribute 40% of the replacement price).

5-year warranty:

If within five years of purchase your carpet becomes permanently stained as a result of an accidental spillage or soiling (with the exception of oil based paints) a replacement carpet will be provided by Regency Carpets without charge. For every full year since the date of purchase a deduction of one fifth of the value of the carpet will be made (eg after two years you will be expected to contribute 40% of the replacement price).



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WEAR WARRANTY

20-year warranty:

If within twenty years of the date of purchase the pile of your carpet in any area wears down to the backing as a result of normal domestic use the manufacturer will supply a replacement carpet without charge. For every full year since the date of purchase a deduction of one twentieth of the value of the carpet will be made (eg after ten years you will be expected to contribute 50% of the replacement price). The replacement does not include the fitting costs which will be paid by you.

10-year warranty:

If within ten years of the date of purchase the pile of your carpet in any area wears down to the backing as a result of normal domestic use the manufacturer will supply a replacement carpet without charge. For every full year since the date of purchase a deduction of one tenth of the value of the carpet will be made (eg after five years you will be expected to contribute 50% of the replacement price). The replacement does not include the fitting costs which will be paid by you.

7-year warranty:

If within seven years of the date of purchase the pile of your carpet in any area wears down to the backing as a result of normal domestic use the manufacturer will supply a replacement carpet without charge. For every full year since the date of purchase a deduction of one seventh of the value of the carpet will be made (eg after three years you will be expected to contribute 40% of the replacement price). The replacement does not include the fitting costs which will be paid by you.

5-year warranty:

If within five years of the date of purchase the pile of your carpet in any area wears down to the backing as a result of normal domestic use the manufacturer will supply a replacement carpet without charge. For every full year since the date of purchase a deduction of one fifth of the value of the carpet will be made (eg after two years you will be expected to contribute 40% of the replacement price). The replacement does not include the fitting costs which will be paid by you.

This warranty does not cover appearance change, flattening and matting, fading, damage or wear due to abuse, misuse or poor maintenance. The warranty applies only to the carpet as originally fitted and will not apply to carpets which have been moved, altered or already replaced under the terms of the warranty or to underlay or other items which may have been affected. This warranty is for the original purchaser only and is not transferable.

Level of warranty is dependent on product purchased area.