



Tretford Custom Rugs

Workmanship Warranty

Plus a 5 Year Limited Wear Warranty
(Lifetime Anti-ravel / Non-Zipper guarantee)

WORKMANSHIP WARRANTY

All Tretford Custom Rugs are hand crafted with care and to the highest standards. Gibbon Group warrants that your Tretford Custom Rug shall be free from defects in workmanship, construction and materials for a period of two years from the date of purchase.

Your new rug must also be unrolled within 2 weeks from date of despatch and allowed to acclimatise (see reverse for instructions). At the time of a claim, please provide proof of purchase.

The warranty does not cover the following situations where:

- Rug(s) have been laid or installed on a wet/damp floor or substrate
- Rug(s) have been exposed to high quantities of water (steam cleaning, flooding, rain etc)
- Rug(s) have been left in original packaging and rolled up for more than 2 weeks from date of despatch
- Rug(s) have not been allowed to lay flat for 24-48hrs upside down prior to installation
- Rug(s) have been rolled backwards with pile facing outwards as this may cause joins to break
- Rug(s) have not been maintained according to care recommendations (see further care & maintenance information below)

WEAR WARRANTY

The manufacturer warrants that this carpet will not wear more than 25% in the 5 years following its installation, provided it is installed and maintained indoors according to the manufacturer's recommendations. This warranty covers carpet wear (loss of pile) and does not cover soiling, crushing or tracking.

This warranty is prorated based on 5 years of service from original Gibbon Group invoice date & applies to the original purchaser only. It excludes rugs installed subjected to castor action, damage from skates, spiked shoes and other athletic footwear, water damage, the effects of improper installation and maintenance; and wilful damage including burns, tears and cuts.

If, after testing the carpet, the manufacturer determines that the carpet has worn more than 25% and that all warranty conditions have been met, the manufacturer will compensate the owner on a pro-rata basis the original material cost of the carpet for the area directly affected.

See cleaning and maintenance information on reverse.



Australian manufacturers of
Tretford Custom Rugs

Find GibbonGroup on:



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CLEANING & MAINTENANCE

ACCLIMATISATION

It is best to unroll your Tretford Rug/s, pile face down and allow it to acclimatise for 24 – 48 hours after arrival. As the rug/s have been rolled up anywhere from 1-2 weeks it may have some memory and curling of the edges may occur if this step is not taken. Tretford Rugs are not designed to be stored rolled up as this can negatively affect the joins and increase the potential for curling.

ROTATION

Rotating your rug often will allow the normal wear to be more evenly distributed. Regularly rotating your rug will also help to minimize colour changes that may occur from exposure to direct sunlight.

MAINTENANCE

Tretford Rugs do not easily attract or hold dirt and are cleaned under normal conditions with a vacuum cleaner. Thorough regular vacuuming will extend the life of your Tretford Rug/s because accelerated wear occurs when traffic grinds embedded soil into the carpet fibre. Regular vacuuming will also enhance in-door air quality.

Please take note that the maintenance recommendations are fixed onto the reverse side of your rug. Refer to these recommendations when spillages or spots occur when a HOST Spot Cleaning Kit is not available.

SPOT CLEANING

Please do not use bleach, heavy duty cleaning fluids/chemicals or carpet cleaning products with a high PH level on Tretford Rugs as this can damage or discolour the carpet.

The Gibbon Group will supply a complimentary HOST Spot Cleaning Kit within 2 weeks of your rug delivery and will contain organic sponges & cleaning fluid for incidental spills. These are also available for purchase from Gibbon Group when a replacement is required – pricing is available on request.

INTERIM DEEP CLEANING

Professional deep cleaning is recommend yearly for residential applications and half yearly for commercial installations. Dry cleaning methods (such as HOST Dry Cleaning) are recommended, as wet (steam) cleaning methods can allow for rapid resoiling when residual cleaning agents are not removed. Wet or steam cleaning can also affect the joins of your rug as well as the carpet itself.

For information on recommended professional cleaners in your local area, please contact your local representative: www.gibbongroup.com.au/contact-us/



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