



COMMERCIAL WARRANTY GENERAL TERMS AND CONDITIONS

These warranties apply to wall to wall carpet .

Warranties will only be valid for carpet installed in its original installation, in the original room, subject to normal use.

Warranties are non-transferable; all products must be first grade. The consumer must provide the original sales receipt to demonstrate proof of purchase.

Crossley Carpet Mills Limited does not warrant carpet installed on stairs, washrooms, or against damage due to tears, cuts or pile loss due to improper use, including the application of non-approved cleaning agents or maintenance methods. Nor do these warranties imply protection against soiling, fading, burns, or pet damage. Warranties also do not cover damage due to abnormal use or conditions, defined as, but not limited to, water damage from plumbing, storm or flood, damage from improper cleaning methods or materials, or improper maintenance or installation.

Adhesive and Seam Sealer: In order to maintain applicable limited warranty validation for direct-glue and double stick installations, Tandus Greenbond™ B-19 Broadloom Adhesive System must be used to adhere the product directly to the correctly prepared substrate. Additionally, for all types of installations, all seams and unfinished edges must be sealed utilizing either Tandus B-65 or Tandus B-71 Broadloom Seam Sealer. The use of Tandus Broadloom Adhesive System for direct-glue and double stick installations, and Tandus Broadloom Seam Sealer for all types of installations, is required in order to maintain applicable limited warranty validation.

These warranties do not cover pooling (watermarking). This is a characteristic of fine cut pile carpets, and is not a manufacturing defect. These warranties also do not cover fading, discolouration or colour changes due to atmospheric or chemical contamination, unless specifically stated.

Any repair or replacement under the terms of these warranties will be limited to the affected area of the carpet only. In the case of a replacement, Crossley will pay only for the necessary cost to remove the old carpet, and the reasonable and necessary cost of the replacement and installation of the new carpet, according to the specific warranty. The removal and replacement costs do not include the costs for moving furniture or other incidental or consequential expenses. If the identical style and colour is not available for replacement, Crossley will substitute a carpet of comparable quality, colour and value.



Installation guidelines must be followed, according to the Standard for Commercial Carpet Installation as published by The Carpet and Rug Institute (CRI 104).

Please note: These warranties are in lieu of all other warranties, express or implied, statutory or otherwise, with regards to Crossley product. All implied warranties, without limitation, are excluded. Crossley Carpet Mills Limited is not responsible for incidental or consequential damages.