

10-year wear guarantee

Customer Prosper & Pasion, DBA Talk Carpet	Country USA
Project Sony Scenic Arts	
Zone & Quality Highline 1100 WT	
Date of invoice 01/23/2024	Invoice no. 0010244433

In connection with the above project, ege carpets provide a 10 year wear guarantee commencing from date of invoice subject to the following conditions:

The guarantee comes into force provided the surface pile constituting the wear layer has been worn away within an area in excess of 0.25 m², during a period of 10 years from the originating date of guarantee.

- a) In the event that the wear layer has been worn away within an area in excess of 25% of the room, the whole carpeting contained within the identified area, will be replaced totally free of charge, inclusive of labour.
- b) The guarantee covers repair costs alone. Costs for consequential damages and extra costs, such as removal of furniture and similar, are not covered by the guarantee.
- c) The guarantee is applicable to bona-fide claims only. Any claims for consequential damages resulting from inappropriate actions, by staff or guests, are not covered by the guarantee.
- d) If within the guarantee period, there is justifiable cause to replace a carpet that is no longer produced, ege carpets have the right to supply an alternative carpet of the same or equivalent specification.
- e) Any complaint must be raised immediately after a perceived wear problem has been identified. In the first instance, the complaint should be made in writing, addressed to ege carpets with a copy of this guarantee as support documentation.

This guarantee is subject to the following pre-requisites:

- a) The carpet must be installed in full compliance of ege carpets "Installation Guide".
- b) The purpose for which the carpet was originally specified has not changed during the guarantee period.
- c) The carpet has been effectively subject to a correct cleaning & maintenance programme appropriate to the installation type and soiling levels.



Jens Laier
Customer Relations Manager



Henrik Schmidt Hansen
Quality Manager



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