



Your acceptance of the Terms and Conditions indicates an acceptance of this Product Specific Addendum, as set out in clause 4 of the Terms and Conditions. In the event of any inconsistency between the Terms and Conditions and a Product-Specific Addendum, the Product-Specific Addendum shall prevail to the extent of the inconsistency.

We note that nothing in this Product Specific Addendum is intended to limit or exclude your rights under the Australian Consumer Law. Collection, installation timing, storage, uncollected goods, customer notification processes and any applicable storage costs are governed by the Terms and Conditions. This Product-Specific Addendum contains additional product-specific information relevant to your selected product.

Please read over this information carefully to ensure efficient and safe installation of your products, including the information of proper care to ensure your products perform as they are intended.

## 1. DOOR CLEARANCE

If doors need to be cut to clear, it is best that this is done by you before the floor covering is laid (at your cost), and where possible, these doors should be left off until after installation. If it is necessary to remove doors for installation by our installers, they will be left uninstalled. All and any costs for re-fitting of doors that have been removed by us to facilitate the installation of your floor will be at your cost.

## 2. FURNITURE - PLEASE CLEAR THE INSTALLATION AREA OF ALL FURNITURE

To enable a smooth and efficient installation of your flooring products, all furniture (and potentially whitegoods) will need to be removed before the installers arrive on site.

## 3. TAKE-UPS

If you are removing old floor coverings yourself, please leave the carpet gripper/smooth edge in place if new carpet is being installed. If new carpet is not being installed, everything must be removed, and holes filled. Any additional floor preparation required will be at your cost and advised of on the day by our Independent Contractor who will be installing your floors.

## 4. POWER

Power is required for the installation of floor coverings. Please ensure that there is access to two (2) 10amp (Standard Power Points) that are both on different Residual Current Devices (RCD). It is important to ensure that the power is connected and working in the property prior to installation, particularly for new homes, units and untenanted rental properties.

## 5. KEYS

If you will not be at home when your floor coverings are to be installed, please arrange for keys to be available.

## 6. SAFETY

Safety on the job and in your home/property during an installation is one of the foremost concerns for both us and our independent contractors. During the installation, our independent contractors may use power tools, because accidents with power tools can be critical, even disabling or even deadly, it is important you ensure that both your property and the installation areas are always kept clear during the installation. Please keep everyone away from the installation areas, especially children and pets.

Depending on the floor you select, your installation may involve the use of adhesives (glue). Adhesives can be hard to see and are often transparent. Whilst an area in your home may appear to be clear, the floor may have adhesive on it. When adhesives come in direct contact with skin, they may cause irritation and other issues, adhesives can also cause damage to clothing and other areas in your home from residue collected when walked on and the adhesive has not yet cured (still wet). Please keep everyone away from the installation areas, especially children and pets.



To ensure the continued safety for you, your family, and our independent contractors, we are unable to install your floors if there are other trades/contractors working at the property at the same time. Please consider this when discussing installation dates with our team.

**7. MINOR DAMAGE**

Some marking and scuffing of walls and/or skirtings must be expected due to the necessary floor covering installation procedures. In some instances, these marks and scuffs may require repairing and painting. Please note that these marks and scuffs are not the supplier's responsibility. Where minor damage occurs due a possible lack of due care and skill by our independent contractor, please contact us to resolve the issue in good faith. However, ordinary wear and tear that results from the works will not be covered by any Warranty in the Terms and you may incur costs to resolve such damage. If you allege that damage has occurred during installation or removal, you must notify us in accordance with the damage notification process set out in the Terms and Conditions.

**8. CHANGES IN APPEARANCE**

You acknowledge that cut pile carpets may naturally develop shading or pile reversal over time, causing certain areas to appear lighter or darker due to light reflection off the carpet fibres. This characteristic generally considered a natural characteristic of cut pile carpets rather than a manufacturing defect. Subject to your rights under the Australian Consumer Law, we will not accept claims or provide remedies specifically for shading or pile reversal in cut pile carpets.

**9. SELECTING YOUR CARPET**

- a. When choosing carpet for your home there are some very important things to consider before purchasing. You will need to take into account your lifestyle and décor, how much foot traffic is your new carpet likely to be exposed to? Do you have children and pets? Cut pile carpets provide a nice soft feel, however they will all show traffic marks to varying degrees. If this bothers you, then a loop pile carpet may be more suited to your needs. Please keep in mind that the loop piles are very durable except when it comes to pets with claws, as these can damage the carpet or pull out the yarn. Often, subject to your rights under the Australian Consumer Law, manufacturers may not honour warranties claims if the carpet is damaged by an animal or is poorly maintained.
- b. The products we display in our stores are samples only and they are there to assist you with selecting your flooring. Our samples are that only, samples. Samples appear different in all types of lighting, the lights in our showrooms maybe brighter than in your home, which will change the appearance of the sample. We recommend that you take a sample home and see what it looks like in your home with your lighting and décor.
- c. Samples in our stores are presented in a manner that allows us to display them easily and also allows for you to take them home. The installation method of our samples is not a representation of how it will be installed.
- d. Carpets come in all sorts of varieties, and people often lean towards a soft carpet. In some peoples' eyes, the softer the better because it looks and feels so luxurious, however being soft does not mean better wearing. Carpet is a soft textile that cannot be compared to a hard floor. Carpet that has a firmer feel (not too soft) will generally keep its appearance for a longer period and will perform better on stairs and other high traffic areas. All carpets require regular vacuuming with a good quality vacuum cleaner that has very good suction. Some carpet manufacturers do not recognise stick vacuums as having enough suction to lift the pile back up. Depending upon usage, carpet should be professionally steam cleaned as per the recommendations detailed in the products care guide.
- e. Carpet colour will vary in different lights and even from one room to another in the same house. It is always advised to take a sample home and try it out in different rooms at different times of the day. Please keep in mind that even the sample you select can slightly vary in colour to the new carpet we install; this is because the manufacturer can never repeat the same colour exactly on each production run and the sample may have been exposed to lighting in store that the new carpet has not.



- f. Carpet can crush under furniture. Please note that depending upon the length of time objects are in place, and the type of carpet fibre that has been installed, such as with the less expensive polypropylene fibres, crush marks may never come out. Carpet may also develop compression marks, crush marks, pile distortion or other appearance changes if it is stored for an extended period, including where it remains rolled, stacked or compressed before installation or collection. The likelihood and severity of these changes may depend on the carpet fibre, construction, backing, storage conditions and length of storage. Subject to your rights under the Australian Consumer Law, we are not responsible for compression marks, crush marks, pile distortion or other appearance changes caused or contributed to by delayed collection, delayed installation or extended storage due to your act, omission or request.
- g. Wool carpets are renowned as being very durable, however they are a natural product and will shed wool for a considerable amount of time and require vacuuming on a regular basis; especially in the first few months after installation. Wool cut pile carpets are susceptible to a phenomenon known as shading or watermarking, which gives the appearance of the carpet changing colour. This can happen in the first few weeks after installation or it may take many years. Except as otherwise provided for by the Australian Consumer Law, carpet manufacturers may not recognise this as a fault, as it is stated on their sampling. Wool carpets are susceptible to insect damage by moths/beetles. All wool carpets are treated with insect repellent; however, insects can build up a resistance to this over a long period of time. Please note that there is a greater chance of wool carpet fading over synthetic fibres.
- h. Underfloor heating is not recommended with our products.
- i. Some flooring products may be capable of being installed with a 'neat finish', meaning the flooring is cut straight against the wall at the floor-to-wall junction without the need for scotia, skirting or another finishing trim. However, whether a neat finish is achievable depends on the construction and condition of the walls, how the walls meet the floor, expansion requirements and site conditions generally, not the flooring product alone.

Some modern construction methods, including but not limited to G'Tek/Knauf plasterboard systems and similar wall systems, may require or include an expansion gap, perimeter support track, base trim or other fixing at or near floor level. These types of wall systems may prevent a neat finish and may require the flooring to be installed with scotia, skirting, caulking or another suitable finishing trim to cover the gap, expansion space or associated fixings.

Other factors that may prevent a neat finish include, but are not limited to:

- i. uneven, out-of-square or non-vertical walls;
- ii. existing skirtings that cannot reasonably be removed without damage;
- iii. thresholds, door frames, cabinetry or built-in joinery;
- iv. sub-floor levels that vary across the perimeter; and
- v. any wall, floor or site condition that requires an expansion gap or prevents the flooring from being cut neatly to the wall.

Before placing your order, you should tell us if a neat finish without scotia, skirting or another finishing trim is a specific requirement. We recommend that you inspect your walls, including the floor-to-wall junction, and if you are unsure about your wall construction or whether a neat finish is achievable, obtain advice from your builder, designer or another suitably qualified person.

Unless we have expressly confirmed in writing that a neat finish without scotia, skirting or another finishing trim is achievable, we do not guarantee that such a finish can be provided. If site conditions require scotia,



skirting, caulking or another finishing trim, this may be treated as an additional product or service and may involve additional cost.

Nothing in this clause limits your rights under the Australian Consumer Law.

## 10. CARING FOR YOUR CARPET

- a. Carpet is not 100% stain proof and needs to be maintained with regular spot cleaning. Always refer to the manufacturer's website for all cleaning instructions.
- b. Carpets are UV stabilized; however, this does not guarantee your carpet will not fade in direct sunlight. Please note that window tinting can help alleviate this.
- c. Some chemicals will take the colour out of your carpet, so we suggest that you always test on a small offcut first before using any chemicals for cleaning.
- d. Depending on your carpet, your carpet will need a different Vacuum head. We recommend that you contact the product manufacturer for the recommended vacuum head for your carpet. For wool carpet, manufacturers do not recommend the use of revolving heads, as use of these heads can cause excessive frizzing and affect the tailored appearance of your wool carpet. This is why it is important to choose a vacuum with a plain suction head or the option to remove the revolving brush attachment.
- e. You must follow the manufacturer's care and maintenance instructions, together with any care instructions provided in these Terms, the Terms and Conditions, and any applicable manufacturer warranty documents. Failure to properly care for or maintain your carpet may affect your rights under any manufacturer warranty or our Warranty, subject to your rights under the Australian Consumer Law.
- f. When moving furniture, it is recommended to lift and not to drag or push as this can move the carpet and cause rippling, bubble and/or damage.
- g. We recommend that you register your warranty with the original manufacturer within 30 days of purchase and/or installation.

## 11. INSTALLATION

- a. If the installer arrives on site and is unable to proceed with installation due to the site not being prepared in accordance with this Product Specific Addendum and our reasonable instructions, then you will be charged for the reasonable costs we incur as a result.
- b. A clear site must be provided. Clear access is required, and we do not remove or replace furniture.
- c. Carpet installation should only take place after all other flooring has been installed.
- d. All care will be taken when we install your carpets, and we will perform our installation services with due diligence. However, in the process of working close to your walls with Stanley knives, knee kickers, wall trimmers and bolsters, there is a chance of minor paint damage and chips when these tools come into contact with your walls. It is generally accepted, that any wall damage, is considered industry norm, and is the responsibility of the client to rectify.
- e. If you have skirting boards, we agree to take care during the installation process. However, no guarantee against damage can be given as the installation tools will be in contact with them. Freshly painted walls and skirtings are easily damaged as the paint is still soft. In some situations, skirting boards were fitted after your existing carpet has been installed, causing the carpet to be trapped. We will not remove existing skirting boards due to the damage that can occur. We will not be responsible for the damage caused to skirtings or paint work when existing carpets are removed. In some cases where rolls need to be moved throughout the home, such as in tight narrow areas and where the carpet has a particularly rough backing, there may be some contact with walls, even when all care has been taken. To the maximum extent permitted by law, we will not be liable for rectifications.



- f. There are hundreds of different types of carpet. Each is different to work with, may require various installation methods, and may look different once fully installed. Please note that some carpets, such as cut pile carpets, hide joins better than others. When the installation is complete, it is very normal for the joins to peak (slightly raise from the floor). Joins will stand out more when there is a lot of natural light present in the room. We note that this is a normal part of the installation process and is not a fault with the installation or the carpet. Over the following weeks, with foot traffic and vacuuming, the joins will settle.
- g. The doors in your home have a gap under them to allow for floor coverings. However, these gaps tend to vary from house to house or even room to room. Carpets come in all sorts of thicknesses. If the installer needs to remove a door or advises you that the bottom of the door is touching the carpet and it does not open properly, you will need to arrange for a carpenter to trim the doors down. Installers may rehang your doors only if the door will shut and open properly and without damaging your carpet. This is always the responsibility of the client.
- h. If you are removing your own carpet, please leave the smooth edge in place (perimeter pine timber strip with sharp nails). If you remove this, the installer must install new smooth edge which must be glued at additional cost, as it requires specialist supplies.
- i. If you would like us to pull up and remove your existing flooring, there may be unexpected things found that were unknown at the time of quoting. For instance, you may have old underlay that has melted to the floor or old glued-down products that are difficult to remove. Although these situations are rare, your project would incur additional charges if such things are found.
- j. Please note that, over time (especially in high traffic areas like passageways, stairs, the area in front of an ensuite, or theatre/living rooms where people sit and rub their feet into the carpet) you can expect to see some sort of change in the appearance of the carpet. This is normal and considered ordinary wear and tear, not a fault with the carpet. Please note that regular vacuuming assists in keeping your carpet's appearance and extends its life.
- k. Over time, due to foot traffic, moving of furniture or even humid weather, your carpet may bubble and/or ripple and will need to be re-stretched. This is normal and not a fault with the installation or the carpet. If this happens within the installer's warranty period, and the carpet has been well maintained, our customer service team can arrange a re-stretch at no cost to you. However, outside of this period, you will need to pay for the costs involved
- l. The removal and/or replacement of balustrades or stringers is the client's responsibility.

**PLEASE REFER TO MANUFACTURERS' WEBSITES FOR FURTHER CARE AND MAINTENANCE DETAILS AND ASSOCIATED WARRANTY CONDITIONS**

If you are unsure of who the manufacturer is for your floor or need assistance with locating the care and maintenance guides, please contact our office on 9202 4545 or pop into one of our stores for further information. It is important to note that not following the care and maintenance guides provided by the manufacturer may impact your product warranty.