

EDUCATION PRODUCT WARRANTY

INTERFACE AUST PTY LTD

Interface warrants its commercially rated modular carpets in accordance with the terms stated below for a period of 20 years from date of invoice.

All Interface brand products are warranted against excessive:

- i. Surface wear (a loss of more than 10% by weight of face fibre)
- ii. Edge ravel
- iii. Backing separation
- iv. Dimensional stability
- v. Static electricity.

Additionally Interface warrants its commercially rated modular carpets for use under commercial grade castor chairs for a period of 15 Years from date of invoice. The castor chair warranty covers abrasive wear only (loss of more than 10% by weight of face fibre). This warranty covers abrasive wear only and does not include pulls, cuts, pilling, shredding, matting or damage arising from the use of damaged or improper castor wheels.

Products containing Intersept® antimicrobial are warranted to maintain antimicrobial effectiveness, and products constructed of 100% solution dyed yarns are warranted against excessive colour loss due to normal exposure to indoor light.

If a product fails to perform as warranted, Interface will correct the problem in the affected area either by repair or (at its option) replacement with comparable product(s), at no extra charge. Liability of Interface is limited to the actual repair or replacement of defective carpet and does not cover special, indirect, incidental or consequential damages.

This warranty does not cover tears, burns, cuts, pulls or other damage, deterioration, problems or loss caused by abuse, neglect, misuse, improper maintenance, flood/excessive moisture, excessive alkalinity or use on stairs not fitted with a commercial grade stair nosing. Interface's liability is limited to repair or replacement as stated herein. Moisture and pH testing are not the responsibility of Interface and all related issues to moisture and pH testing are specifically excluded from this warranty.

This warranty shall be void if products are not handled, installed and maintained in strict compliance with Interface's recommended procedures and instructions, including without limitation initial floor preparation and installation. Interface recommends the TacTiles™ glueless system or Intertac™ brand adhesive for installation of its modular carpets. This warranty does not cover any problems or damages related to use of non-recommended adhesives.

To claim under this warranty you should first contact Interface using the details below. We will attend on site at our expense to determine whether the problem is one which is covered by this warranty. You will need to provide evidence of proof of purchase when we attend on site.

The benefits given by this warranty are in addition to other rights or remedies you may have by law.

In some circumstances the consumer guarantees under the Australian Consumer Law may apply to Interface's supply of products. In such cases, the following applies:

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

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Mission Zero:
our promise to eliminate
any negative impact our company
may have on the environment
by the year 2020.