

# STANDARD PRODUCT WARRANTY

INTERFACE AUST PTY LIMITED

Interface warrants its commercially rated modular carpets in accordance with the terms stated below for a period of 15 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. Loss of dimensional stability
- v. Static electricity.

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.

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), and does not include pulls, cuts, pilling, shredding, matting, or damage arising from the use of damaged or improper castor wheels.

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, including without limitation product removal and installation-related expenses.

This warranty does not cover tears, burns, cuts, pulls or other damage, deterioration, problems or loss caused by abuse, neglect, misuse, improper maintenance, sporting equipment, flood/excessive moisture, excessive alkalinity, use under damaged castor wheels, 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 Interface's subfloor moisture and pH requirements and initial floor preparation procedures, all as set out in the Interface Installation Manual in force at time of 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. Warranty claims must be made in writing to Interface within a reasonable time from the discovery of the claimed warranted defect, but in no event later than 90 days from the time the claimed defect was discovered. Following notification, 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 and must provide reasonable cooperation to facilitate Interface's repair or replacement in the affected area should a covered condition exist. No person other than an officer of Interface may authorize a waiver or modification of the terms of this warranty, which must be in writing and signed by that officer.

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

Internal issue date: November 2018