

# VICTORIA CARPETS®



BY APPOINTMENT TO  
HER MAJESTY THE QUEEN  
CARPET MANUFACTURERS  
VICTORIA CARPETS  
KIDDERMINSTER

# Moth *Free* Living Warranty



[www.MyVictoria.co.uk](http://www.MyVictoria.co.uk)



Worcester Road, Kidderminster, Worcestershire, DY10 1JR

## Victoria Carpets offer a Moth Free Living warranty on all wool and wool mix products.

Here at Victoria Carpets, we are confident in the quality of our wool products that we offer a Lifetime Moth Free Living Warranty. This covers all consumers who purchase a wool or wool mix product for their home.

### How does it work?

All of our carpets have a wear warranty that range from 7 to 20 years cover, this is also the lifetime expectancy of the carpet, therefore the Moth Free Living Warrant coincides with this. Depending on the amount of time the carpet has been fitted, reflects the percentage of money back guarantee you are able to claim on your replacement carpet:

Wear Warranty	To claim 100% free replacement	To claim 50% discount on replacement	To claim 25% discount on replacement
7 Year Wear Warranty	0 - 2 years	3 - 5 years	6 - 7 years
10 Year Wear Warranty	0 - 4 years	5 - 7 years	8 - 10 years
12 Year Wear Warranty	0 - 5 years	6 - 8 years	9 - 12 years
15 Year Wear Warranty	0 - 6 years	7 - 10 years	11 - 15 years
20 Year Wear Warranty	0 - 8 years	9 - 15 years	16 - 20 years

## So what is a *Moth?*

Carpet moths originally live out in the wild, usually in the nests of birds and other animals. They feed on the protein fibres, which are naturally discarded by their hosts and choose to live in animal habitats for this reason. They also benefit from the warmth of the animal and prefer dark areas. In almost every case there is also a source of water in proximity, be it a pond, river or lake.

So, it can be presumed that humidity also has a part to play in the life of a carpet moth and their reasons for settling in certain areas. To end up nesting in a carpet, the moths would need to find a way in to the home and it is not uncommon for them to enter attached to an article of clothing or other items.

Once inside, a moth will look for a hiding place similar to that of outside. As it prefers dark areas the most common places are around skirting boards and under cupboards, book cases and other furniture.

Therefore we would suggest a thorough spring clean throughout your home to maintain your flooring. By doing this you are stopping any moths from having the chance to settle. Victoria Carpets recommend this is to be carried out at least once a year and that all furniture is moved into the centre of the room. This will allow all area's of the carpets to be vacuumed and/or professionally cleaned, not just the area's you walk on. This ensures you will be living moth free.

Extensive research has shown that whilst for a period of time, chemicals were used in wool carpets to deter moths, and depending on the chemical used, could cause toxic reactions and was harmful to our environment.

Therefore Victoria Carpets are committed to making sure that all wool and wool mix carpets are free from any form of chemical and therefore keeping the consumers well-being in mind as well as looking after our planet.

## Sound good... how to sign up?

To register your Moth FREE Living Warranty, simply visit our website at [www.victoriacarpets.co.uk](http://www.victoriacarpets.co.uk) and find our warranties page. Here you will be able to fill in your details, click send and within a couple of hours, you will receive a confirmation email with your unique warranty reference. Alternatively you can email us on [cm@myvictoria.co.uk](mailto:cm@myvictoria.co.uk) or call us on 01562 749300 and ask for Customer Services Department.

## Terms and Conditions:

- 1) This is a **FREE Lifetime** Warranty which coincides with the wear warranty on the range purchased and any carpets outside of this time period will not be accepted under the warranty.
- 2) This warranty is intended for the original purchaser and can not be transferred to another.
- 3) Victoria Carpets have the right to inspect the carpet should a complaint be made and carry out tests on the affected area to ensure appropriate maintenance and cleaning has been done regularly.
- 4) The carpet should be professionally cleaned a minimum of once every two/three years from the date of purchase and evidence of this should be kept in case the warranty is actioned upon.
- 5) Regular vacuuming and maintenance is vital in order to stop moth infestation. If evidence is found that maintenance has not been carried out whilst the carpet has been fitted, Victoria Carpets are within their right to not accept the warranty should it be actioned.
- 6) Any replacement will be 'like for like' subject to available ranges at the time of a replacement being offered. Cash alternative is not an option. Should a replacement be selected that is dearer than the original purchase, the difference in cost will be covered by the consumer.
- 8) Once a replacement offer has been made and the original uplifted, sufficient evidence of a Pest Control Extermination needs to be presented to show the issue has been eradicated before any replacement is fitted.
- 8) This warranty does not cover the cost of fitting, removal or underlay and is a material only offer.
- 9) All wool and wool mix carpets should be registered under the Moth Resistance Warranty within 30 days of purchase.
- 10) Victoria Carpets are not liable to cover any costs for pest control services.

Although this is not a moth proof carpet, we hope this guide has been insightful and helped ease your mind when it comes to carpet moths.

## How to contact us?



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