

# VICTORIA CARPETS®



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

# Warranties

## Explained

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

Worcester Road, Kidderminster, Worcestershire, DY10 1JR



# Victoria Carpets offer multiple different warranties on our carpets.

This document has been designed to explain fully how our warranties work and what you need to do, should you find yourself needing to claim against your warranty in the future.

## Warranties we offer:

### EasiCare Warranty:

Our EasiCare Warranty provides a 'Stain Warranty' that lasts for 10 years and warrants that the surface pile of your carpet will resist most household stains from the date of installation. This is only valid on ranges that come under our EasiCare Collection.

To find out more, see our EasiCare Care Guide and Warranty Document.

### WOW Warranty:

Whilst we do not offer the equivalent of our EasiCare Warranty for our wool products, we do partner with WOW Warranty, which is a free service dedicated to protecting your wool carpet.

### Moth Free Living Warranty:

We understand that moth damage, whilst rare can be a problem for some households. Therefore we have a warranty to help protect your wool and wool mix carpets. The amount of years your carpet is protected under this warranty is the same as the Wear Warranty.

To find out more, see our Moth Free Living Warranty Document.

### Wear Warranties:

All of our carpet have a wear warranty that range from 7 to 20 years cover, this is also the lifetime expectancy of the carpet. Depending on the amount of time the carpet has been fitted, reflects the percentage of money back guarantee you are able to claim if you need a 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

# Sound good... how to sign up?

## **EasiCare Warranty:**

To register your EasiCare Warranty, simply go to our website and find our Care Guides and Warranties page. Here you will be able to click 'Register your Warranty' and you will be taken to a interactive form. Once you have filled this in, save a copy and send it our marketing team, who in turn will register your warranty and provide you with a unique reference number to quote, should you need to ever make a claim.

## **WOW Warranty:**

To find out more, go to their website [www.wowwarranty.com](http://www.wowwarranty.com).

## **Moth Free Living Warranty:**

To register your Moth FREE Living Warranty, simple 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 to any of the above, 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.

## **Wear Warranties:**

For this warranty, you do not need to register as the warranty comes hand in hand with the purchase of the carpet.

## **Terms and Conditions:**

### **EasiCare Warranty:**

1. All warranties should be registered as soon as the carpet is fitted and no longer than 3 months after.
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. 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.
6. This warranty does not cover the cost of fitting, removal or underlay and is a material only offer.

### **Moth Free Living Warranty:**

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. All wool and wool mix carpets should be registered under the Moth Free Living Warranty within 30 days of purchase.
3. This warranty is intended for the original purchaser and can not be transferred to another.
4. 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.
5. 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.
6. 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.
7. 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.
9. This warranty does not cover the cost of fitting, removal or underlay and is a material only offer.
10. Victoria Carpets are not liable to cover any costs for pest control services.

### **Wear Warranty:**

1. All warranties should be registered as soon as the carpet is fitted and no longer than 3 months after.
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. Faults that are seen to not be manufacturing defects will not be accepted under any warranty, this includes Pile Reversal (Shading).
5. 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.
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.
7. This warranty does not cover the cost of fitting, removal or underlay and is a material only offer.

### **How to contact us?**



01562 749 300



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