



Ideal, a leading trademark in high quality broadloom carpet, is offering a 5 year wear warranty during residential use. This offer is in line with the general Ideal policy to ensure a product of the highest quality.

DUCHESSE

Conditions

Residential use

This warranty covers only normal indoor use of carpets installed in a domestic residence (excluding stairs).

First purchase only

This warranty is for the benefit of the first owner and does not extend to subsequent owners or users.

Proper installation

The carpet must be properly installed by a professional fitter in accordance with CEN/TS 14472-2 (no do-it-yourself). If the carpet has a woven backing it must be fitted on a quality residential underlay. Carpets with visible defects must not be installed.

Proof of purchase

Retain the receipt or invoice of the carpet purchase as a proof of the purchase (clearly showing the name and address of your retailer, the date of purchase, the name and colour of the carpet and the price you paid per square metre).

Proof of carpet as purchased

Keep a piece of carpet left over from fitting (minimum 1/2 square metre). This may be required for testing by the Ideal technical staff in case of quality complaints. This piece must be conserved in good conditions.

Proper maintenance and cleaning

Carpet must be maintained according to the Ideal Maintenance and Cleaning Guidelines. It is required to provide proof of compliance with the maintenance and cleaning instructions.

Casters, heavy chairs or furniture: it is recommended that you use felt pads under chairs and furniture to reduce the possibility of surface scratching and marking

Warranty service

Questions or claims should be referred to your retailer from whom you purchased your carpet along with a piece of carpet as purchased (minimum 1/2 square metre). No person, firm or corporation is authorized to extend or assume for Ideal any other warranty or liability not expressly set forth herein. Ideal reserves the right and must be offered the opportunity to inspect the complaint in situ.

Procedure

If within the warranted period, the pile weight of the carpet, compared to non-traffic areas, loses more than 10% of its weight, Ideal will compensate the owner on a pro-rata basis for the original cost of the carpet, only for the area or room directly affected.

1st year	100%
2nd year	80%
3rd year	60%
4nd year	40%
5nd year	20%

Definition of Wear

Wear is defined as abrasive fibre loss from normal foot traffic and not as a change in appearance. Ideal guarantees that warranted carpets will not lose more than 10% of its surface fibre due to abrasive wear.

Wear or damage from tears, pulls, cuts, pilling, shedding, matting, crushing, shading, burns, pets, improper cleaning, improper installation, or defective construction is excluded.

Maintenance and Cleaning Guidelines

Vacuum on a frequent basis

The best way to reduce soil accumulation and prolong the life of your carpet is to vacuum frequently.

Clean most-used areas

The most-used areas of a carpet (entrances, doorways, traffic lanes,...) will collect dirt much faster than the remaining areas from a carpet. Cleaning these areas when they just begin to look soiled, stops the dirt from spreading towards the rest of the house and can extend the time between two professional cleanings.

Periodical professional cleaning

Dust and oils in the air will eventually leave a dulling film on even unused parts of the carpet. Periodic professional cleaning of the overall carpet is therefore recommended at least once every two years from the date of purchase.

Your Ideal Dealer:

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