



14th October 2019

### 100 Day Peace of Mind Guarantee

#### Terms and conditions

- This guarantee applies to all installed new flooring or rugs that have been paid in full on time
- This guarantee applies for original purchaser of owner occupier domestic residences only
- Written requests must be made within 100 day period of installation
- The warranty will be void if the flooring or rug has matting or damage caused by accidents or improper cleaning agents or methods.
- In no circumstances will the guarantee provide for a refund.
- Defects in manufacturing or installation are not covered by this warranty.
- Removal and replacement of furniture is the responsibility of the customer / purchaser.
- Travel charges may apply.
- This guarantee may only be used once.

#### How to claim:

Inform your Andersens store in writing, within 100 days of installation.

Provide your name and the address of where the carpet has been installed.

Provide the invoice number, date of payment and reason for replacement request.

Once you have informed your Andersens store they will contact you shortly after to confirm your decision. It will then be necessary for you to choose your replacement.

The replacement does not have to be the same style, colour, texture or even by the same manufacturer. However, if you decide to "upgrade" your purchase to a higher retail value you will be required to make up the difference in price.



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### **Lifetime Installation Guarantee on Carpet**

Terms and conditions

- Guarantee available to Domestic Customers only
- Applies if the original purchase is paid in full within payment terms
- Guarantee is held by original purchaser and is not transferable upon the sale of the property the installation was carried out
- In no circumstances will the guarantee provide for a refund
- Excludes rugs, remnants, seconds, carpet tiles, direct stick or dual bond installations
- The warranty will be void if the carpet has matting or damage caused by accidents or improper cleaning agents or methods
- Defects in carpet manufacturing are not covered by this guarantee
- Damaged caused by other trades such as cables, (Data or Pay Tv) is not covered by this guarantee



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## **Lowest Price Guarantee**

### Terms and Conditions

- This lowest price guarantee applies to first quality rugs and flooring only
- In no circumstances will the guarantee provide for a refund
- Must be on the same quality floor covering
- Written quote must be providing for lowest price guarantee to apply
- Price match guarantee will be honoured at Andersens discretion