



# LIFETIME GUARANTEE

[dunlopunderlay.com.au](http://dunlopunderlay.com.au)



Extends the life of the carpet



Improves carpet appearance  
and retention



Suitable for all floor types,  
including heated slabs up to  
40°C



Treated with Dunlop Fresh Living  
to reduce mould, mildew and  
dust mites



Improves acoustics by  
reducing noise transfer



Guaranteed for the life of  
the carpet



Makes carpet feel richer,  
thicker and more luxurious



Environmentally friendly,  
100% recyclable



Australian made



Meets Australian Standard AS  
4288-2003 for soft underlays



Acts as a thermal insulator,  
reducing your energy bills



Green label accredited for  
indoor air quality



**Comfort For Life**  
[dunlopunderlay.com.au](http://dunlopunderlay.com.au)

**Congratulations on choosing a quality Dunlop Flooring product.**

**This warranty is our promise that your new carpet or hard flooring will be supported for its lifetime.**

**By combining your flooring with a Dunlop Underlay, you can be confident that it will keep performing for many years to come.**



## **TERMS & CONDITIONS DUNLOP FLOORING GUARANTEE FOR CONSUMERS**

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.

Dunlop Flooring guarantees that your underlay product will be free from manufacturing and workmanship defects, and will perform as claimed by Dunlop Flooring. The benefits of this guarantee are in addition to other rights and remedies you may have under the Australian Consumer Law.

### **ADDITIONAL VOLUNTARY GUARANTEE**

1. Dunlop Flooring grants a guarantee in respect of Dunlop Carpet Underlay, Hard Flooring Underlays and Adhesives (hereinafter referred to as the "Product") where the following conditions are satisfied:

- (a) the carpet and hard flooring product with which the Product is used, is installed in accordance with Australian and New Zealand Standard 2455.2:1995 or Australian and New Zealand Standard 2455.2:1996 or Australian Standard AS1994-1985 or the Timber Flooring Industry's "Code of Practice" or the Adhesive Industry's "Code of Practice" or any other such standard that may be applicable from time to time; and
- (b) The Product is used as directed on the Product label or in accordance with the applicable Dunlop Flooring specification and Product Data Sheets.

2. Dunlop Flooring guarantees that:

- (a) the Product will be free from defective manufacture and workmanship; and
- (b) the Product will perform in accordance with Dunlop Flooring's written claims in relation to the Product (the "Guarantee").

3. The benefits to the consumer given by the Guarantee are in addition to other rights and remedies of the consumer under the Australian Consumer Law.

### **DURATION**

3. The Guarantee will extend until the expiration of the guarantee provided with the carpet or hard flooring product with which the Product is to be used from the date of installation under normal use and care.

### **LIMITATIONS & LIABILITIES**

4. Dunlop Flooring's liability under the Guarantee is limited to replacing any Product accepted as defective during the period of the Guarantee. Dunlop Flooring will not be responsible for any labour charges incurred in replacing any Product, or any costs or labour charges relating to replacement or relaying of any carpet or hard flooring product with which the Product is used.

5. The Guarantee will not apply where the defect in or the failure of the Product to perform arises in whole or in part from:

- (a) expansion or contraction of carpet or hard flooring product due to improper cleaning procedures that affect the stability of the carpet or hard flooring product;
- (b) the subfloor not being prepared in accordance with current Australian standards or improper or inadequate application of the Product;
- (c) use of products (other than the Product) with the Product;

- (d) improper seaming or joining techniques;
- (e) unevenness caused by uneven sub-floor;
- (f) concrete floors, where curing compounds, laitance, bond breakers or any other contaminants are present in the floor;
- (g) hydrostatic pressure or excessive moisture, or alkali conditions on the site; or
- (h) abuse or misuse of, harsh or improper treatment or accidental damage to, the Product;
- (i) defects in the carpet or backings or defects in the hard flooring products that are manufacturer or wear related;
- (j) dimensional instability within the floor-covering assembly.

6. The Guarantee will be null and void where:

- (a) there has been, in the opinion of Dunlop Flooring, a material change to the use of the premises within which the Product is used; or
- (b) products other than the Product are used on carpet or under hard flooring with which the Products are used.

7. Subject to paragraph 9, the obligations assumed by Dunlop Flooring pursuant to this document are its sole obligations under the Guarantee, as well as under claims in contract, tort (including negligence) or otherwise. Subject to paragraph 9, Dunlop Flooring shall in no way be responsible for any incidental or consequential damage, whether or not such damage is caused by Dunlop Flooring's negligence.

8. Subject to paragraph 9, Dunlop Flooring hereby disclaims any other guarantee including any guarantee of merchantability or fitness of purpose.

### **CONSUMER ACTS**

9. The terms and conditions of this document and the provision of any guarantee granted by Dunlop Flooring are additional to and do not and should not be taken as applying to exclude, restrict or modify in any manner whatsoever:

- (a) the rights and remedies conferred on consumers and others by those Commonwealth, State and Territory laws that cannot be lawfully excluded, restricted or modified, including the Australian Consumer Law.
- (b) the exercise of any such rights or remedies by consumers
- (c) any mandatory condition or guarantee implied by any such law in favour of a consumer which cannot be excluded by a contract between the parties to the sale of goods or services.

10. Any guarantee under this document is given by Dunlop Flooring, a division of Primary Flooring Pty. Ltd, of 86 Berkshire Road, North Sunshine, VICTORIA, 3020, 1800 622 293, customerservice@dunlopflooring.com.au.

11. If you wish to make a claim under this warranty, you should visit the Authorised Stockist the Product was purchased from or phone Dunlop Flooring customer service on 1800 622 293 between 8am - 5pm AEST Monday to Friday.

When you make any claim under this warranty it is essential that you provide a copy of your proof of purchase of the Product, for example, your receipt. A claim under this warranty is not formally made unless and until that proof of purchase is provided. You will not be able to gain the benefit of this warranty without making a valid claim.

Upon visiting an Authorised Stockist with a copy of your proof of purchase, the Authorised Stockist can arrange for an assessment of the Product at the location where the Product has been installed.