

Wool Broadloom

Limited Warranty

Bentley Mills, Inc. quality crafted wool carpet products carry a limited warranty by the manufacturer in accordance with the following terms and conditions:

5 Years – Surface Wear, Delamination, and Tuft Bind

The manufacturer warrants for a period of 5 years from the date of invoice that the carpet products will not suffer excessive surface wear, delamination from the primary backing, or tuft pull problems under ordinary indoor commercial use, including direct-glue applications. Wool products must be installed and maintained in strict accordance with Bentley Mills' written guidelines and those from the Carpet and Rug Institute. Excessive surface wear is more than a 10-percent loss of pile fiber. When the wool carpet is installed underneath desks or workstations where repetitious rollers are likely, chair pads are required for this portion of the warranty to remain valid. Warranty coverage against delamination and tuft-pull problems will be limited to two years for wool carpet installed in stretch-in applications over padding. For this portion of the warranty to remain valid, padding must be a maximum thickness of 3/8 inch with a minimum density of 10 pounds. An architectural or double-tack strip throughout the perimeter of the installation site is required.

Materials and Workmanship

The manufacturer warrants that for a period of two years from the date of invoice, the performance of the carpet products will not be adversely affected by defects in the materials or quality used in manufacture.

Remedy, Limitations, and Exclusions

If a wool carpet product fails to meet this warranty, the manufacturer will correct the affected areas either by repair or, at its option, replacement with a comparable product(s) at no charge. If the manufacturer determines that repair or replacement is not reasonably feasible, the manufacturer will refund that portion of the product purchase price allocable to the affected areas; provided that any refund on a claim made more than two years after the date of invoice will be prorated to reflect beneficial use prior to the claim. This is the exclusive remedy for claims related to the wool carpet products. The manufacturer's liability is limited to repair, replacement or refund as stated herein and, for example, does not include costs associated with moving furniture, partitions, fixtures, or equipment as necessary to allow repair or replacement.

Hydrostatic pressure is not an acceptable condition of the substrate and is not covered under this warranty.

Hydrostatic pressure is the occurrence of the concrete slab being hydrated from below or water under the slab pushing up through the surface. This is visually seeing effervescence or alkaline salts carried with water on the surface of concrete and occurs with "on grade" or "below grade" concrete.

This warranty does not cover carpet installed in moderate or higher traffic use area, or carpet installed on stairs. Using a vacuum cleaner with a beater bar and brush system can damage wool carpet and render this warranty void. This warranty also does not cover tears, burns, cuts, pulls, or other damage, deterioration, problems, or loss caused by abuse, misuse, neglect, improper maintenance, improper installation, flood/excessive moisture, or use of footwear with cleats, spikes, skates, blades or similar projections, differential fading from light exposure, any condition resulting from other than ordinary wear or from any use which the product was not designed. Failure to comply strictly with Bentley Mills' installation and maintenance instructions and recommendations shall void warranty coverage for all affected carpet products. Pooling, shading, watermarking, pile reversal, pile crush, dye-lot differences, and soiling are not manufacturing defects and not covered by this warranty. Problems arising from use of non-approved adhesives will void warranty coverage.





Coverage under this warranty is conditioned upon buyer promptly notifying Bentley of the warranty claim in writing within the applicable warranty period at the following address: Bentley Quality Claims Department, 14641 E. Don Julian Road, City of Industry, CA 91746

Warranty and Liability Limits

THE WARRANTY, REMEDY, AND LIMITS OF LIABILITY CONTAINED HEREIN ARE EXPRESSLY IN LIEU OF AND EXCLUDE ALL OTHER WARRANTIES, REMEDIES, AND LIABILITIES, WHETHER EXPRESS OR IMPLIED.

THE MANUFACTURER MAKES NO OTHER REPRESENTATIONS OR WARRANTIES, EXPRESS OR IMPLIED, AND HEREBY DISCLAIMS ANY AND ALL OTHER WARRANTIES THAT MAY ARISE BY OPERATION OF LAW, INCLUDING, WITHOUT LIMITATION, ANY WARRANTY OF MERCHANTABILITY OR FITNESS OF ITS PRODUCTS FOR ANY PARTICULAR PURPOSES. THE MANUFACTURER WILL NOT BE LIABLE FOR ANY INCIDENTAL, INDIRECT, SPECIAL, OR CONSEQUENTIAL DAMAGES IN ANY CASE.

For more information:

Bentley Mills 14641 E Don Julian Road City of Industry, CA 91476 800.423.4709. www.bentleymills.com