

Dunlop Flooring guarantees its carpet cushion for the life of the installed carpet.

Whilst every endeavour is made to ensure the carpet cushion is supplied to the quality expected, in the event that the carpet cushion has a previously undetected fault the process to rectify this is as follows:

Make Dunlop Flooring aware of the issue as soon as possible:

- Date of Purchase
- Product Name
- Quantity Affected
- Lot Number (on bag or laminate)
- What the issue is
- Dunlop Flooring will provide a QIR (Quality Investigation Report) when dealing with a complaint of any type. This will ensure the complaint is recorded and visibility of its status is maintained through to its resolution.



If the carpet cushion has not been laid, or issue was seen before being laid:

- Dunlop Flooring will arrange product to be collected to inspect the issue.

If the carpet cushion has been laid, and is under the carpet in a home then:

- Dunlop Flooring may wish to have an opportunity to inspect the product at the home. This will be dependent on how obvious the cause of the issue is.

Dunlop Flooring will agree on process to remedy the issue, this will include:

- Timeframe agreed to resolve issue by.
- Replacement or credit agreed.
- If substantial additional costs will be incurred by a customer in rectifying the issue, then Dunlop Flooring will in advance agree what will be credited (estimates may be appropriate). Any costs charged through to Dunlop Flooring must be at cost and not include retail margins.

Dunlop Flooring will not accept claims for:

- Any issues that are not caused by the carpet cushion itself.
- Damage caused by the customer or their contractors.
- Poor workmanship in installation (not to required standards).
- Faulty other materials causing the issue.
- Customers dissatisfaction due to incorrect carpet cushion being purchased or recommended.

Dunlop Flooring takes customer satisfaction seriously and will work in a timely and efficient manner to resolve any complaint.

