



endless knot

5-Year Wear Warranty on Danish Collection

The warranty comes into force provided the surface pile constituting the wear layer has been worn away within an area in excess of 2.5 sf, during a period of 5 years from the originating date of warranty.

1. In the event that the wear layer has been worn away within an area in excess of 25% of the room, the whole carpeting contained within the identified area will be replaced totally free of charge, inclusive of labor.
2. The warranty covers repair costs alone. Costs for consequential damages and extra costs, such as removal of furniture and similar, are not covered by the guarantee.
3. The warranty is applicable to bona-fide claims only. Any claims for consequential damages resulting from inappropriate actions, by staff or guests, are not covered by the guarantee.
4. If within the warranty period there is justifiable cause to replace a carpet that is no longer produced, Endless Knot have the right to supply an alternative carpet of the same or equivalent specification.
5. Any complaint must be raised immediately after a perceived wear problem has been identified. In the first instance the complaint should be made in writing, addressed to Endless Knot with a copy of this warranty as support documentation.