

# CORMAR<sup>®</sup>

## CARPET CO

### Your Guarantee and Carpet Care Guide



Register online at  
[cormarcarpets.co.uk/guarantee](http://cormarcarpets.co.uk/guarantee)



# THANK YOU FOR PURCHASING YOUR CORMAR CARPET

Your carpet has been produced in accordance with the fine manufacturing traditions of the Cormar Carpet Company.

To create all our carpets, we only use materials that meet the highest standards. We strive to make sure all our carpets are made to the finest quality, to look and feel fantastic under-foot and to create the perfect finishing touch to any home. We hope your new Cormar carpet gives you satisfaction for years to come.

For that extra peace of mind, all our carpets come with a range of guarantees and warranties.

To validate your carpet warranty with us, please go online and register at:

[www.cormarcarpets.co.uk/guarantee](http://www.cormarcarpets.co.uk/guarantee)

## YOUR MANUFACTURING WARRANTY

Your Cormar carpet is covered by a Two Year Manufacturing Guarantee and a Two Year Pile Reversal Guarantee in line with the Carpet Foundation's Code of Practice. This in turn is approved by Trading Standards UK.

If you find a fault with your carpet in the first two years, get in touch with the retailer that you purchased it from. If the issue is a manufacturing default the retailer will then contact us directly.

## STAIN AND WEAR WARRANTIES

In addition to our 2 Year Manufacturing Warranty, some of our carpets carry a 10 Year Stain and/or a 10 Year Wear Warranty. You can find out the ranges covered under this warranty, at our website:

[www.cormarcarpets.co.uk](http://www.cormarcarpets.co.uk)

All our carpets made from polypropylene yarns carry the Stain Warranty. They can be cleaned with a solution of bleach and have built in resistance to staining, which means you'll be covered against stains from household food and drink spillages.



Cleaning instructions are also provided in the section opposite. To give you that extra peace of mind, the Wear Warranty will cover the carpet for abrasive fibre loss from the carpet pile. This is provided the carpet is regularly and correctly maintained.

## CARING FOR YOUR CARPET

Your carpet should complete the perfect look in your home. It will add style, comfort and warmth.

Naturally, you'll want the look, feel and enjoyment to last. To help you do just that you'll need to take good care of it, maintain it as well as you can, and clean it properly.



## MAINTENANCE

The key to good maintenance is to avoid particles of loose dirt and dust working their way into the carpet pile where they can act abrasively on the fibres and discolour the carpet.

- Vacuum regularly at least 2-3 times a week.
- A large, strong doormat will reduce dirt from outside being spread around the house.
- Removing your shoes at the front door will lessen the impact of everyday wear and tear
- Avoid where possible, laying light coloured carpets next to external entrances.

## VACUUM CLEANING

Man-made fibre and wool carpets should be vacuumed regularly as soon as they are laid.



### Loop Pile Carpet

Loop pile carpets should be vacuumed with a cylinder cleaner using the suction head only. Avoid using beater heads and brushes – they will catch and lift the fibres, and eventually this will give your carpet a bobbled or felted appearance.

### Cut Pile Carpet

Cut pile carpets should ideally be vacuumed with an upright vacuum cleaner with a beater bar and brush. You can also opt to use a cylinder vacuum cleaner with a similar attachment.

## VACUUM CLEANING (continued)

### Soft Deep Pile Carpet

We recommend a vacuum cleaner with an adjustable height for soft deep cut pile carpets, to ensure proper airflow over the pile surface, during cleaning.

## CLEANING

In a busy house with a young family, pets, or plenty of visitors, spills and stains can happen at any time.

The good news is that carpets can be cleaned easily and simply by following the recommended guidelines below:

- Tackle spillages and stains immediately, don't leave them until later or allow them to dry.
- Blot away all the liquid stain with kitchen towel or a clean white dry cloth.
- Semi-solid substances should be removed with a plastic spatula.
- Try not to rub vigorously or over-soak.
- Always work from the outside of the stain inwards to minimise it spreading.
- To clean off any remaining stains, blot with a clean, damp cloth soaked in warm water.

For our easy-clean, polypropylene carpets, a solution of bleach and warm water can be used. Simply dilute one part bleach to six parts water.

**Note:** Do not use this on wool carpets and take care not to over-soak the carpet. Repeat if required or contact a professional cleaner if more persistent stains remain.



## FURTHER GUIDANCE

### Shedding

All carpets using a spun yarn will shed excess fibre when first installed. The duration of the shedding varies depending on how often you vacuum your carpet and the type of machine used. Shedding is a perfectly natural, and common occurrence and is not considered to be a manufacturing defect. The short fibres lost over time represent a very small fraction of the overall pile.

### Flattening

All cut pile carpets of any fibre type will flatten over time, especially in high traffic areas of the home. This can give the appearance of a different shade but is in fact caused by the pile reflecting light differently. It's a normal occurrence and not related to or detrimental to the performance of the carpet. Regular cleaning and maintenance reduces this significantly.

### Indentations

The feet of furniture will create indentations on a carpet or rug. To help reduce marking, regularly move the position of furniture and other heavy objects where possible. To help lift the pile back up, use a coin to gently 'tease' the pile upright.

### Long Tufts

After having the carpet fitted, very occasionally you may find a stray tuft extending above the pile surface. Provided your carpet is a cut pile, carefully cut the tuft with sharp scissors to the level of the surrounding pile. This will not affect the look or the durability of the carpet.

### Natural Fibres

As a natural fibre, pure new wool is washed and scoured before being spun into carpet yarn. Throughout the manufacturing process wool is always inspected with any natural minor imperfections removed.

Even so, fitted wool carpets may, on rare occasions, contain slight traces of the sheep's outdoor environment. If this is the case, we reserve the right to carry out small on-site rectifications. This won't affect your statutory rights.

### Pile Reversal

As with shading, this can occur when the pile, or "nap" of the carpet changes direction and reflects light at different angles, creating an effect which can become permanent.

Sometimes this is referred to as "water-marking". It may be more apparent on plain carpets, whereas patterned carpets can mask this effect. There has been a lot of research conducted in this area, without conclusive proof of the causes. For this reason it is not considered to be a manufacturing fault.

### Fading

Carpets with high wool content can and do fade over time. This fading is caused by continuous exposure to strong ultra violet (UV) light, which lightens, or bleaches the wool. The speed and extent of fading can vary depending on the colour and the exposure of the carpet. You should always try to reduce the exposure of carpets to sunlight, by using curtains, blinds and by moving furniture around regularly. All our synthetic carpets (i.e., polypropylene, polyester), are covered by the Cormar 2 year manufacturers warranty.

### Pilling

Pilling can sometimes occur on loop pile carpets. The expression is used to describe little balls of fibres which collect on the pile surface – it's similar to the 'bobbling' effect which can occur on a sweater. To avoid pilling, vacuum with a cylinder cleaner using the suction head only. Also try and restrict the use of rubber soled shoes and pets' claws as they can both act abrasively on the pile surface.

### Treatments

If you intend to apply stain-guard treatment to your carpets, be cautious. Don't over apply the solution as too much saturation can result in damage to the structure of the carpet. Please Note: This advice is offered as a service to our customers. Cormar cannot be held liable for any loss, damage or injury arising out of any action taken on the advice given in this leaflet. For more information and to register your warranty go to:

[www.cormarcarpets.co.uk](http://www.cormarcarpets.co.uk)



# TERMS AND CONDITIONS

All Cormar Carpets should be fitted in accordance with good trade practice to be eligible for cover by the warranty. New carpet should also be fitted with a quality underlay.

Failure to meet these terms may invalidate your warranty. In any enquiry or query about the quality of your carpet, your local retailer from where you purchased your Cormar carpet is your first point of contact.

To ensure your warranty is valid, follow the below steps:

- Register & activate your warranty online at [cormarcarpets.co.uk/advice/your-guarantee](http://cormarcarpets.co.uk/advice/your-guarantee), or complete and return the product registration card, along with a copy of your receipt
- Keep the original receipt / invoice as proof and date of purchase. This should include the name, address and contact details from where your carpet was purchased, date of purchase and range name and colour.
- Please also ensure you retain and any cleaning receipts.
- If possible, ask your fitter to provide you with a cutting from your carpet and keep for reference in case of any future query.

As the purchaser, you agree to follow the advice given in this leaflet, details of which are on our website online at: [cormarcarpets.co.uk/advice/your-guarantee/](http://cormarcarpets.co.uk/advice/your-guarantee/)

Your guarantee only applies to Cormar carpets fitted in a residence subject to normal domestic wear.

The guarantee is non-transferable and only valid in the name of the first purchaser, unless written authority is received from Cormar Carpet Company.

The warranty is invalidated for the new owners of the residence / home unless authorised by Cormar Carpet Company.

The guarantee is only applicable to Cormar Carpets sold and fitted in the UK, Eire & The Channel Islands, by approved Cormar retailers, wholesalers or distributors.

Your carpet should be vacuumed regularly, at least 2-3 times per week. Loop Pile carpets should be vacuumed carefully using a suction cleaner head.

Avoid using a beater bar and brush on loop pile carpets. These can catch and lift the fibres and can after prolonged use, lead to a bobbed or felted appearance. Use of a beater bar can invalidate your guarantee if used on a Loop Pile carpet.

Please refer to our cleaning and maintenance guide at: [cormarcarpets.co.uk/advice/carpet-care/](http://cormarcarpets.co.uk/advice/carpet-care/)

Your carpet should professionally cleaned at least once every two years. You should retain your receipts and invoices to validate any claim you may wish to make.

Spillages should be tackled immediately and, if left for prolonged periods of time, can invalidate your guarantee. For cleaning instructions, refer to our carpet care guide online.

With wool, or wool blend carpets, take care not to oversoak the carpet when cleaning up spills and stains, as this can invalidate your 10 Year guarantee.

The guarantee is only applicable to the room in which it is fitted - only the carpet in the room with the stain will be replaced. This guarantee does not include any fitting or any other additional costs regarding removal or installation.

The guarantee will be invalid if/when damage occurs due to negligence, malice, removal of the carpet, transit due to fire or water/flood damage.

We decline any responsibility for other direct or indirect damage. Complaints on deterioration due to normal wear and tear of the carpet - crushing of the fibres and/or shading are not seen as a manufacturing fault and are therefore not covered by this warranty.



## 10 YEAR STAIN WARRANTY

All our carpets carrying the 10 Year Stain Guarantee are bleach cleanable, ensuring regular household spills and stains can be removed. Below is a list of the common inclusions and exclusions:

Included	Not Included
Soil and mud	Oil based paint
Wax crayons	Printer carbon
Tea / Coffee	Furniture polish
Felt Tip Pens	Brass cleaner
Water based paint	Nail varnish
Vomit	Oil (e.g., from door hinges, bicycles, engines)
Pet faeces and urine	Escape of liquid from radiators and appliances
Make-up	Candle wax
Soot	Water from leaks or flooding
Clothing dye, including denim	
Ink (ball-point and fountain pen only)	
Flower pollen	
Cat litter	
Proprietary cleaning products (e.g., Vanish, 1001)	
Plasticine and Play-Doh	

## 10 YEAR WEAR WARRANTY

To give you that extra peace of mind, the Wear Warranty will cover the carpet for abrasive fibre loss from the carpet pile. This is provided the carpet is regularly and correctly maintained.

## PROCEDURES FOR MAKING A COMPLAINT

- In the first instance, you should contact your retailer or distributor from where your carpet was purchased.
- Ensure you retain your receipt / invoice for payment
- Once your retailer has contacted us, we will then, if required, arrange an independent inspection to be carried out to inspect the carpet in situ.

Your statutory rights are not affected.



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Excellent



★ Trustpilot

