



Carpet Warranty and Cleaning Guide



Thank you for choosing Furlong Flooring

Our high-quality carpet is designed to be durable, comfortable and easily cleanable. That's why we offer industry-leading warranty protection on most of our ranges. There's no need to do anything to start your warranty – this happens automatically when you buy your flooring.

In the unlikely event that you need to claim on your warranty, please contact the retailer you bought your flooring from. They will be able to help you start your claim and work with you to get things put right.

As well as your warranty details, this guide includes hints and tips on how to clean and look after your carpet. This will help to give it a long life and keep it looking great for years to come.

Your warranty period:



Wear warranty

If within the period of your carpet warranty the pile of your carpet in any area wears down to the backing as a result of normal domestic use, the manufacturer will supply a replacement carpet without charge. The replacement does not include the fitting costs which will be paid by you.

For every full year since the date of purchase a deduction of the value of the carpet will be made and you will need to pay the appropriate balance:

Warranty length	Annual deduction
20 years	One twentieth
10 years	One tenth
7 years	One seventh
5 years	One fifth

This warranty does not cover appearance change, flattening and matting, fading, damage or wear due to abuse, misuse or poor maintenance. The warranty applies only to the carpet as originally fitted and will not apply to carpets which have been moved, altered or already replaced under the terms of the warranty or to underlay or other items which may have been affected. This warranty is for the original purchaser only and is not transferable.

Stain warranty

If within the period of your carpet warranty your carpet becomes permanently stained as a result of an accidental spillage or soiling (with the exception of oil-based paints), a replacement carpet will be provided by Furlong Flooring without charge. To verify the claim, the stain must have been treated by a reputable professional cleaning company that is a member of the National Carpet Cleaner's Association (NCCA) at your expense and without success. We may wish to inspect the carpet or have it inspected and if we can successfully clean the carpet, you will be expected to pay for the cleaning costs.

For every full year since the date of purchase a deduction of the value of the carpet will be made and you will need to pay the appropriate balance:

Warranty length	Annual deduction
20 years	One twentieth
10 years	One tenth
7 years	One seventh
5 years	One fifth

The warranty applies only to the carpet as originally fitted and will not apply to carpets which have been moved, altered or already replaced under the terms of the warranty or to underlay or other items which may have been affected. This warranty is for the original purchaser only and is not transferable.



Maintenance tips

Looking after your carpet will help it to stay looking great for as long as possible. Here are our tips for keeping your carpet in great condition:

Step 1:

Vacuum clean frequently

For cut pile – upright cleaner (with beater bar) works best to loosen and lift dirt from pile

For loop pile – ideally use suction cleaners to minimise damage to pile

Step 2:

Clean high traffic areas

Use doormats at all entrances and exits

Clean and protect entrances, doorways, frequently used areas and walkthroughs – this prevents dirt being transferred to other areas of the carpet

Step 3:

Clean stains or spills immediately

See our section on cleaning techniques and stain removal

Step 4:

Get it cleaned professionally

Nothing beats periodic professional cleaning. Specially formulated professional cleansers, developed for carpets, will enhance the carpet's performance and increase its lifespan

Cleaning techniques and stain removal

- Absorb the spill by blotting using a clean sponge, kitchen towel or toilet paper and warm water. **Do not rub or oversoak the carpet** - continue blotting until no more liquid soaks through.
- Repeat this process, rinsing sponge if necessary - until stain is removed.
- Leave to dry naturally and keep the area exposed. Avoid walking on the area until completely dry.

If stain is not completely removed – these tips could help:

Water-based and greasy stains

- Use citrus based cleaner or a 50% bleach/50% water solution and apply with a clean sponge.
- Dampen the area and clean **do not rub or oversoak the carpet.**

Dried-in stains

- Scrape lightly to remove any large pieces.
- Vacuum to remove any excess material
- For more stubborn stains, use citrus based cleaner or a 50% bleach/ 50% water solution with a clean sponge. – as above, **do not oversoak the carpet.**

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How to claim on your warranty

If you have a problem with a stain that will not go away, even after a professional clean, or your carpet has worn to the backing area with normal domestic use, please contact the retailer you bought from. They will be able to help you start a claim.



Furlong Flooring

**FIRST CHOICE FLOORING
FOR EVERY ROOM**

Dartford 01322 628 700 • Preston 01772 316155
• Stonehouse 0845 520 0800

