

L U X È®

PREMIUM

UNDERLAY
GUARANTEE

INSPIRED BY EXCELLENCE
DELIVERING QUALITY

ENGINEERED AND DESIGNED IN NEW ZEALAND

Choosing a new carpet cushion is a long-term commitment that gives your flooring the support it needs to maintain that new look and feel for longer.

Our lifetime of the new carpet guarantee is our promise to you and represents the confidence we have in the quality, workmanship and long-term performance of our products.

luxegroup.co.nz

PREMIUM UNDERLAY GUARANTEE

Luxe Group guarantees its Luxe premium carpet underlay for the life of the installed carpet

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

Make Luxe Group aware of the issue as soon as possible:

1. *Date of Purchase:*
2. *Product Name:*
3. *Quantity Affected:*
4. *Purchase Order Number:*
5. *What the issue is:*

If the carpet underlay has not been laid, or the issue was seen before being laid, Luxe Group will arrange for the product to be collected, or meet on site, or at the retail store where the underlay was purchased to inspect the issue. If the carpet underlay has been laid and is under the carpet in a home, then Luxe Group has the right to inspect the product. This will be dependent on how obvious the cause of the issue is.





LUXE GROUP

Will agree on a 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 Luxe Group will in advance agree what will be credited (estimates may be appropriate). Any costs charged through to Luxe Group must be at cost and not include retail margins.

Luxe Group will not accept claims for:

Any issues that are not caused by the carpet underlay 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 underlay being purchased or recommended

Luxe Group takes customer satisfaction seriously and will work in a timely and efficient manner to resolve any complaint. To request a claim form, please email us on sales@luxegroup.co.nz

WARRANTY FORM

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Name:

Address:

Phone:

Email:

Product:

Date of Purchase:

Invoice:

Store where purchased:
