

Wear and stain warranties

All of our carpets are covered by a wear warranty as detailed below.

There are two types of stain warranties – one that covers Everyroom Assurance carpets, which have a lifetime stain warranty. The other covers most of our other carpet ranges.

Within the wear warranty period, our carpet ranges are guaranteed against wearing through the pile to the primary backing in an area bigger than a diameter of 10cm.

Everyroom Assurance explained

Lifetime stain warranty conditions

- Your life-proof floor must be professionally fitted to BS 52325 standards.
- Your Everyroom Assurance lifetime stain warranty covers domestic use in your single family home in the UK or Channel Islands, and you are unable to transfer this warranty without prior written authority from Everyroom.
- You need to closely follow our cleaning instructions, promptly clean spills and have your carpet professionally cleaned every 2-3 years, keeping all receipts.
- The Everyroom Assurance lifetime stain warranty does not cover damage due to application of chemicals or the use of cleaning methods not recommended in our carpet buying and cleaning guide. Nor does it apply where there is evidence of heavy soiling, abuse or neglect. It also does not cover stains from products containing pigment dyes, for example mustard.
- When claiming against the Everyroom Assurance lifetime stain warranty claims must include a letter from a professional cleaner describing the spot and cleaning procedures used, with a statement that the spot could not be removed. Everyroom may elect to have its cleaner re-service the spot. If this removes the spot, the consumer shall pay for the service. If Everyroom determines that a stain persists and that all warranty conditions have been met, Everyroom will compensate the owner for the original material cost of the carpet for the area directly affected.

Non lifetime stain warranty conditions

- The carpet must be professionally fitted to BS52325 standards.
- The warranties cover domestic use in your single-family home in the UK or Channel Islands and you are unable to transfer this warranty without prior written authority from Everyroom.
- You need to closely follow our cleaning instructions, promptly clean spills AND have your carpet professionally cleaned once every 2-3 years, keeping all receipts.
- Minimal variations in colour, shape or texture between samples or brochure illustrations and the actual floor covering are not covered.
- The stain warranty does not cover damage due to appliance of chemicals or the use of cleaning methods which are not recommended in the carpet cleaning guide or where there is evidence of heavy soiling, abuse or neglect. It also does not cover stains from products containing pigment dyes e.g. mustard.
- When claiming on the stain warranty, claims must include a letter from a professional cleaner describing the spot and the cleaning procedures used, with a statement that the spot could not be removed. Everyroom may elect to have its cleaner re-service the spot. If this service removes the spot, the consumer shall pay for this service. If Everyroom determines that a stain persists and that all warranty conditions have been met, the Everyroom retailer will compensate the owner for the original material cost of the carpet for the area directly affected.
- Excluded from this warranty is normal wear and tear and discolouration as a result of direct and prolonged sunlight.

Please note that this does not affect your statutory rights.