



# HUGH MACKAY

GREAT BRITISH CARPETS

## Moth Proof Warranty

Here at Hugh Mackay, we are confident in the quality of our wool and wool mix products and offer a Moth Proof Warranty to provide peace of mind when selecting these products. This covers all consumers who purchase a wool rich product for their home.

All wool carpets have the potential to support moth larvae, particularly in undisturbed, dark areas, for example, under furniture. With regular maintenance of the carpet, the avoidance of moth or wool eating insects' intrusion is further enhanced. This by necessity, and to validate any claim against the carpet supplied, should include daily vacuuming and having the carpet professionally cleaned. This should be done a minimum of once every 2 years from the date of purchase ensuring that all of the carpeted area is cleaned. Please retain evidence of the cleaning to validate the warranty. Please refer to the carpet care sections of our website [www.hughmackay.co.uk](http://www.hughmackay.co.uk) for further advice.

Depending on the amount of time the carpet has been fitted reflects the percentage of money back guarantee you are able to claim on your replacement carpet.

<b>Refund of 100% of the original purchase cost of the product.</b>	<b>Refund of 50% of the original purchase cost of the product.</b>	<b>Refund of 25% of the original purchase cost of the product.</b>
0 - 2 years	2 - 5 years	5 – 7 years

In the event of a claim please contact your retailer or our customer services department on 01429 892555 or email [customerservice@viewlogistics.co.uk](mailto:customerservice@viewlogistics.co.uk)

### **Terms and Conditions:**

1. The warranty is only for the original purchaser and cannot be transferred to anyone else.
2. Hugh Mackay has the right to arrange an inspection of the carpet, should a complaint be made to ensure appropriate maintenance and cleaning has been done regularly.
3. The carpet should be professionally cleaned a minimum of once every 2 years from the date of purchase and evidence of this should be kept in case of any warranty claim.
4. Regular maintenance is vital in order to prevent moth infestation. If evidence is found that maintenance has not been carried out, Hugh Mackay reserves the right to reject any warranty claim made.
5. Any replacement product supplied will be 'like for like' subject to ranges that are available at the time of the replacement being offered. Should a replacement be selected that is a higher price than the original invoice value, the difference in cost will not be covered by this Warranty.
6. Once a replacement offer has been made and the original product has been uplifted, evidence of a Pest Control Extermination needs to be presented to show the issue has been eradicated before any replacement carpet is fitted. Failure to eradicate the original infestation will result in nullification of this Warranty.
7. The warranty is for Hugh Mackay product costs to the retailer only and does not cover the cost of fitting, uplift, disposal or pest control services.