



PASSOBELLO

PEACE OF MIND PROGRAMME

Combining both our Workmanship Guarantee and Satisfaction Promise into one easy-to-understand package, The Passobello Peace of Mind Programme is designed to give you complete reassurance when buying carpet from Passobello Ltd.

The Passobello Peace of Mind Programme stands alongside any existing manufacturer warranties on the quality of your carpet.

SATISFACTION PROMISE

We know that buying a carpet is a big thing. We also know that living with the wrong choice is not an easy burden to bear and that's why we've introduced Our Satisfaction Promise. When you buy a carpet* from Passobello, for the first 30 days of ownership, should you change your mind and for whatever reason, you are entitled to a free replacement carpet of comparable value.

WORKMANSHIP GUARANTEE

Here at Passobello we believe that beauty should be matched by quality and that's why we offer a no quibble reassurance for workmanship on all our installations, regardless of any manufacturer warranties. For the first five years of your carpet's life, we'll be on hand to help with issues, no matter how big or small, and will do our very best to rectify any concerns you may have.

The Peace of Mind Programme combines Passobello Ltd's 'Workmanship Guarantee' and 'Satisfaction Promise'.

Workmanship Guarantee

1. The 'Workmanship Guarantee' is valid for five years from the date of installation.

2. The new carpet must be installed by installers appointed by Passobello Ltd and on top of a new underlay, also supplied and installed by Passobello Ltd.

3. This guarantee does not cover wear or damage from tears, pulls, cuts, pilling, shedding, matting, crushing, shading or pile reversal, burns, pets and improper cleaning or maintenance.

3. The 'Workmanship Guarantee' only applies to the original purchaser of the carpet and is not transferable to any other owner of the property into which it is installed.

4. In some instances, seams or joints will be visible and are unavoidable due to restraints in

carpet widths and lengths. This is quite normal and is not considered a defect or fault under the 'Workmanship Guarantee'.

5. The 'Workmanship Guarantee' applies only to the carpet and its original fitment and does not apply to carpets that have been moved or altered.

Satisfaction Promise

1. The 'Satisfaction Promise' applies only to new carpet and excludes underlay, glued-down carpets, removal and subsequent installation charges and moving of furniture.

2. The 'Satisfaction Promise' is applicable for one replacement carpet only and requires that the carpet to be replaced can be returned in the original condition in which it was received.

3. In order to take advantage of the 'Satisfaction Promise', a written request for replacement under this guarantee must be received by Passobello Ltd at the address below and within 30 days of installation. Please write to:

Passobello Ltd, 74 High Road, London, N2 9AS

4. The 'Satisfaction Promise' is designed to replace the carpet with a new one of a similar recommended retail price value. Should you choose a more expensive carpet than the original carpet, you will be required to pay the difference in recommended retail price.

5. Under the 'Satisfaction Promise' no monetary refunds or store credits will be provided instead of, or alongside the new carpet should you wish to replace the carpet with a less expensive range.

6. The original carpet must be paid for in full, before any claims under the 'Satisfaction Promise' can be accepted. Failure to pay for the carpet in full renders the 'Satisfaction Promise' null and void.

7. Expenses for the installation of the replacement carpet awarded under the 'Satisfaction Promise' must be paid for in advance. The Installation must be carried out by Passobello Ltd.

*The Satisfaction Promise currently only applies to selected carpet ranges available from Passobello Ltd

Passobello Ltd

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