



**Airstep Australia Pty Ltd**

ABN 24 144 967 215

ACN 144 967 215

20 South Gippsland Highway  
Dandenong South VIC 3175  
Phone: (03) 9794 3888  
Fax: (03) 9706 8553

**LIFETIME OF THE CARPET GUARANTEE  
DOMESTIC USE WARRANTY**

1. Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.
2. We warrant this product against defects in materials or workmanship for the lifetime of the carpet (under which the product is installed) which commences when the carpet is installed until such time as that carpet is replaced or in need of replacing.
3. If a fault covered by warranty occurs, we will either repair or replace the product free of charge.
4. To claim under this warranty, contact us. Any warranty claim must be accompanied by proof of purchase and details of the alleged defect.
5. On request, you must make the product available to us for inspection and testing. You are responsible for all costs incurred in making the warranty claim.
6. The warranty will not apply where: the product was not installed in accordance with all Australian standards applicable at the time of installation; the product has been used for commercial purposes; the defect has arisen due to abuse, misuse, neglect or accident; the product has been repaired, altered or modified by someone other us; the product has been subject to abnormal conditions; or the defect has arisen due to your failure to properly use and maintain the product in accordance with our recommendations and instructions.
7. The repair or replacement of the product is the absolute limit of our liability under this express warranty.
8. This benefits of this warranty are in addition to any rights and remedies imposed by Australian State and Federal legislation that cannot be excluded.

Airstep Australia Pty Ltd. 20 South Gippsland Highway, PO Box 166, Dandenong, Victoria, 3175  
Phone: (03) 9794 3888 Fax: (03) 9706 8553 Email: info@airstep.com.au

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Purchaser's full name and address.....

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Date of purchase.....

Purchased from.....

Address where laid.....

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**Mail to:**  
**Airstep Australia Pty Ltd**  
**PO Box 166**  
**DANDENONG VIC 3175**

Congratulations on your choice of one of our quality carpet underlays. Once the details have been completed on this form and the appropriate part mailed to Airstep, you are covered by our Lifetime of the Carpet Guarantee.