



Need expert advice on stain removal?

Call the Scotchgard Service Center
at 1-800-433-3296 at any time.

Service specialists available
Monday – Friday
8 a.m. – 6 p.m. CT

3M

Protective Materials Division

3M Center, Building 223-4N-17
St. Paul, MN 55144-1000
1-800-433-3296
www.scotchgard.com

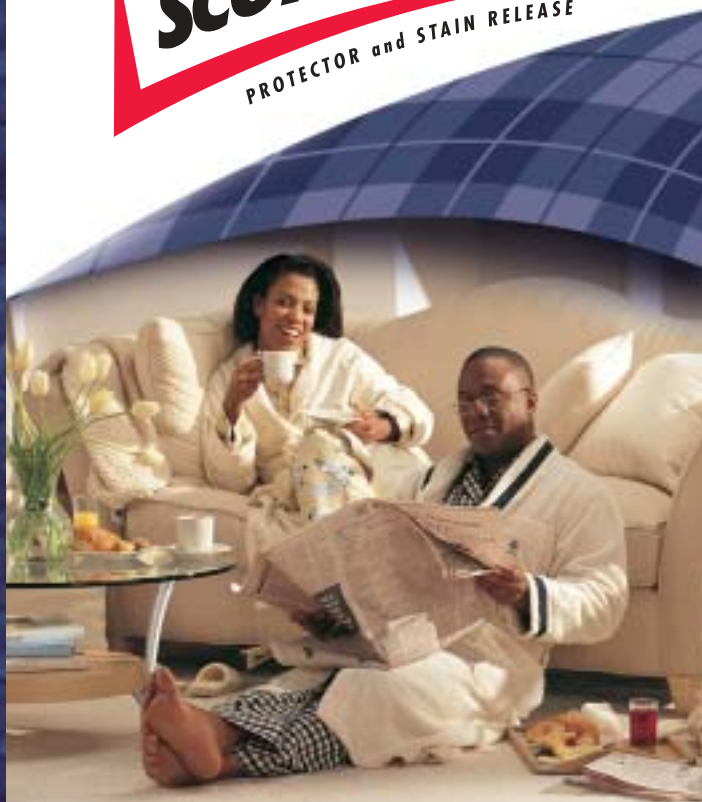


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7-Year Limited Stain Warranty

for Olefin, Olefin/Nylon blend & Polyester Carpets



**The carpet covers
your floor.**

We cover your carpet.

3M

Scotchgard™ Protector and Stain Release

7-YEAR LIMITED WARRANTY AGAINST PERMANENT STAINING

For Carpets purchased after March 1, 2002.

What is Covered: 3M warrants olefin, olefin/nylon blend and polyester carpets that are mill-treated with Scotchgard protector and stain release to resist permanent staining from most common food and beverage stains for a period of seven years from the date of original purchase. This warranty is offered only to the original carpet purchaser and is not transferable. Specific terms and limitations of this warranty are described below.

What 3M Will Do: In the event that you are unable to remove a covered stain using 3M-recommended procedures, the Scotchgard Service Center will provide telephone support through a 3M-trained service specialist to help you remove the stains. Live operators are available M-F from 8 a.m. to 6 p.m. central time. If the covered stain remains, 3M will dispatch a qualified service technician to your home to remove the stain at no charge to you.

If the covered stains cannot be removed, 3M will repair or replace the affected area (the stained and adjacent areas extending to the nearest wall, doorway or entrance) with identical carpet. If the identical carpet is no longer available, 3M will only allow reselection of Scotchgard protector and stain release treated carpet of comparable cost. This Limited Warranty includes the reasonable (not to exceed \$5/square yard) labor costs for repair or installation of replacement carpet, but does not include labor costs to replace custom carpets (e.g., borders, inserts), or the cost related to moving or replacing equipment, furnishings, partitions, other fixtures or structural items. The replacement carpet is not covered by this warranty.

What You Must Do: To take advantage of this warranty, you must:

- Provide a legible copy of your original carpet purchase receipt, showing date of purchase. NO CLAIMS WILL BE ACCEPTED WITHOUT ORIGINAL PROOF OF CARPET PURCHASE.
- Notify the Scotchgard Service Center as soon as possible- not later than 5 days – of any covered stains. If the stain is not removed with the assistance that we provide, you may file a claim under this warranty by returning the attached claim card with a copy of your dated original carpet purchase receipt to the address below.
- Provide proof that your carpet has been hot-water extraction cleaned either by a qualified professional cleaner at least once every two years or by using a BISSELL® ProHeat™ or ProHeat ProTech™ deep cleaning machine and a full size BISSELL deep cleaning formula with Scotchgard protector at least once every 12 months from date of carpet purchase. To help protect your carpet, 3M strongly recommends that Scotchgard™ Protector be re-applied at least every 24 months. Proof of care and cleaning requires a dated receipt for professional hot water extraction cleaning or a dated receipt showing purchase

of a BISSELL ProHeat or ProHeat Pro-Tech deep cleaning machine and proof of purchase of at least one full-size BISSELL deep cleaning formula with Scotchgard protector every twelve months.

- Carpet replacements must be performed within 180 days after 3M's authorization or be waived.

Warranty Limitations and Exclusions: Scotchgard protector and stain release guards your carpet against most common food and beverage stains to help keep your carpet looking good longer. No product can protect carpet against all stains. This warranty does NOT cover:

- General soiling, carpet wear, or routine cleaning and maintenance.
- Carpet installed in high traffic areas or stairs.
- Carpets installed in places other than owner-occupied residential properties, including commercial or business places, daycare facilities, and rental properties.
- Carpet stains resulting from commercial use (e.g., contracted services, in-home businesses, etc.).
- Stains from substances other than food or beverage (e.g., vomit, urine, and feces).
- Foods or beverages that contain strongly colored natural dyes (e.g., mustard, coffee, or herbal tea).
- Substances that destroy or change the color of carpets (e.g., bleaches, acne medications, drain cleaners, plant food).
- Stains or damage from abnormal use, including water damage from plumbing, storms or flooding or due to improper installation, maintenance or cleaning of the carpet.
- Reappearance (wicking) of previously cleaned stains (if stain wicking occurs, 3M will provide a maximum of two professional cleaner visits).
- Defects of conditions covered by other warranties.

To obtain Service or Submit Warranty Claims: For carpet care and stain removal assistance, contact the Scotchgard Service Center toll free at 1-800-433-3296, or visit www.scotchgard.com. Claims for carpet replacement and supporting documentation must be sent to Scotchgard Service Center, P.O. Box 130610, Roseville, MN 55113.

These are your exclusive warranties and remedies, and they replace all other express or implied warranties or remedies, including any implied warranty of merchantability. This warranty provides specific legal rights, and your rights may vary under state law.