

Merit 10-Year Stain Removal Limited Warranty

Merit, a division of Durkan, warrants that for ten (10) years from the date of the original purchase, carpets made exclusively with Colorstrand solution-dyed nylon will resist permanent stains caused by spills of all substances, subject to the following limitations:

1. Carpets must be installed and maintained as directed by Durkan guidelines.
2. This warranty specifically excludes general soiling, discoloration, appearance changes due to pile distortion, or exposure to contaminants that destroy nylon yarn or colorants thereof. Also excluded are carpets which have been surface treated with materials not recommended or approved by Durkan, or which have been subjected to abnormal use or conditions or cleaning agents or maintenance procedures not recommended by Durkan.

In order to make a claim under this warranty, the owner must have attempted to remove the stain within three (3) working days after the occurrence of the spill, using only those cleaning agents and procedures recommended by Durkan. If stain removal is unsuccessful, a Durkan claims representative must be notified immediately at 1.800.553.6045, extension 62300. Claims under this warranty must be submitted in writing to Durkan Claims, 443 Nathaniel Drive, Dublin, GA 31021.

In addition, the owner must furnish Durkan with the original proof of purchase, a non-returnable carpet sample for testing, and must permit a Durkan representative access to the affected carpet in order to attempt to remove the stain. If in testing and analysis performed by Durkan, the tested carpet or the cleaned area is found to have a rating of less than 4 under the AATCC Gray Scale for Evaluating Change in Color, Durkan will pay for the attempted removal of the stain by the Durkan representative, and replace the original carpet in the affected area, up to 100 times the size of the stain, free of charge, including installation. All additional or related charges should be submitted to the Claims department for review and consideration. At Durkan's option, it will refund to the owner the original purchase price of the carpet in the affected area, up to 100 times the size of the stain. If the stain is removed using Durkan recommended procedures, all stain removal costs will be the responsibility of the owner.



405 Virgil Drive
Dalton, Georgia 30721
800-241-4580
www.durkan.com

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