

# Carpet Warranty

## SHAW INDUSTRIES LIMITED TEN-YEAR CARPET QUALITY ASSURANCE WARRANTY

We at Shaw Industries are so confident of the quality of our Home Foundations carpets that we provide you with this Limited Ten-Year Quality Assurance Warranty. This assurance of quality comes to you from the world's largest producer of carpet.

### What is covered?

This warranty covers manufacturing defects that could occur in your Shaw Home Foundations carpet. By manufacturing defect, we mean any defect in material or workmanship.

### Who is covered?

This warranty protects you, the original purchaser, if you have purchased Shaw Home Foundations carpet for your own residential use in an owner-occupied residence. It applies only to Shaw Home Foundations carpet graded "first quality." It does not apply to nonresidential or commercial installations. This warranty applies to the original purchaser only.

### Exclusions

Matting and crushing, or any change in appearance retention, are not manufacturing defects and are excluded from this warranty. For the purpose of this warranty, matting is defined as the loss of twist from the tips of the pile tufts and entanglement of the fibers. Crushing is defined as the loss of pile thickness due to foot traffic only. Crushing caused by furniture, including impressions left by legs of furniture, is not covered by this warranty.

### How long is the coverage period?

This warranty coverage runs for ten years from the date your carpet is installed.

### What Will Shaw Industries do?

If your carpet proves defective during: Shaw Industries will arrange a credit equal to the cost of the carpet material only:

the 1st year	100%
the 2nd year	100%
the 3rd year	80%
the 4th year	70%
the 5th year	60%
the 6th year	50%
the 7th year	40%
the 8th year	30%
the 9th year	20%
the 10th year	10%

The credit will apply only to the affected area or room. The credit will be issued to your dealer as a percentage of the replacement cost of new carpet of the same or comparable quality. The credit will be good only toward the purchase of new Shaw Home Foundations carpet. There will be no cash payment. Shaw reserves the right to repair the defective area in question if restoration is practical. In such cases, repair will be effected in lieu of carpet replacement, at the sole discretion of Shaw.

### Labor Charges

During the first year of coverage under this warranty, Shaw Industries will arrange for a credit to your retailer for reasonable labor charges to repair or replace defective areas when any of the following specific manufacturing defects are involved: excessive fuzzing, carpet tufts pulling out, crocking, fading, or delamination. Shaw Industries will not provide credit for labor charges for appearance-related manufacturing defects that should have been detected before or during installation, such as missing tufts, dye spots, tears, loose backing, etc.

# Carpet Warranty

## SHAW INDUSTRIES R2X® LIMITED STAIN AND SOIL WARRANTY

### Who is covered?

This warranty protects you, the original purchaser, if you have purchased a Shaw Home Foundations R2X® carpet for your own residential use in an owner-occupied residence.

### Time of Coverage

This warranty is valid for five (5), seven (7), or ten (10) years. Ask your Home Foundations dealer which warranty period applies to your carpet.

### What is Covered?

Shaw Industries warrants that the surface pile of any Home Foundations R2X® carpet will remain stain resistant to most household food and beverage substances for the designated coverage period in an owner-occupied residence in a proper indoor installation. This Limited Residential Warranty specifically excludes stains from substances such as hot beverages, bleaches (including acne medication), caustic chemicals, insecticides, paints, plant food, iodine, very strong dyes, acids, feces, urine, and vomit.

R2X® minimizes the retention of common dirt normally associated with carpet soiling. Proper maintenance and regular vacuuming will reduce soiling, and less residue will remain in the carpet. Note that light-colored carpets will show soiling more readily than darker colors and require more frequent maintenance to keep them looking their best.

### What Shaw Industries will do if your carpet fails to perform

If your carpet shows signs of permanent staining from covered substances, or does not resist soiling more effectively than a comparable untreated carpet, within the designated coverage period after the date of original installation, Shaw Industries will arrange a credit equal to the cost of the carpet material only. The credit will apply only to the affected area. The credit will be

issued to your retailer as a percentage of the replacement cost of new carpet of the same or comparable quality. The credit will be good only toward the purchase of new Shaw Home Foundations carpet. There will be no cash payment.

**PLEASE NOTE: NO CARPET IS ABSOLUTELY STAIN PROOF.**

While carpet bearing the R2X® designation is made with stain release agents, some staining may still occur, especially over time and in high-traffic areas. R2X® is warranted to provide additional stain resistant properties to your carpet when compared to conventional nylon carpet. R2X® will increase your ability to clean up stains not prevent stains. Depending on the type of substance causing the stain, removal may require substantial repeated cleanings and some stains may not be removable.

### Further Exclusions

This Limited Residential Warranty also specifically excludes: any carpet which has been treated with any protective material other than DuPont's Teflon® or 3M's Scotchgard™, especially those which may contain silicone; any carpet in any non-residential use; any carpet installed on stairs; any carpet subjected to abnormal abuse; any carpet exposed to very hot substances or other abusive conditions; damage due to the application of improper cleaning agents; deterioration in appearance not related to staining of pile fibers. This warranty is voided if you fail to follow recommended carpet care and cleaning instructions described in the Shaw Home Foundations brochure, "Warranty Protection and Care Instructions for Your New Flooring."

Treatment of the affected areas should begin immediately upon discovery. The more time that elapses before treatment, the more difficult a stain will be to remove. Further assistance is available through the Shaw Information Center, 1-800-441-7429.

# Carpet Warranty

## **SHAW INDUSTRIES STAIN SAFETY™ LIMITED FIVE-YEAR WARRANTY**

### **Who is covered?**

This warranty protects you, the original purchaser, if you have purchased a Shaw Home Foundations Stain Safety™ carpet for your own residential use in an owner-occupied residence.

### **What is covered?**

Shaw Industries warrants that the surface pile of any Stain Safety™ carpet will remain stain resistant to most household food and beverage substances for five (5) years in an owner-occupied residence in a proper indoor installation. This Limited Residential Warranty specifically excludes stains from substances such as hot beverages, bleaches (including acne medication), caustic chemicals, insecticides, paints, plant food, iodine, very strong dyes, acids, feces, urine, and vomit.

### **What Shaw Industries will do if your carpet fails to perform**

If your carpet shows signs of permanent staining from covered substances within five years of the date of original installation, Shaw Industries will arrange a credit equal to the cost of the carpet material only. The credit will apply only to the affected area or room. The credit will be issued to your dealer as a percentage of the replacement cost of new carpet of the same or comparable quality. The credit will be good only toward the purchase of new Shaw Home Foundations carpet. There will be no cash payment.

**PLEASE NOTE: NO CARPET IS ABSOLUTELY STAIN PROOF.**

While carpet bearing the Stain Safety™ designation is treated with stain release agents, some staining may still occur, especially over time and in high-traffic areas. Stain Safety™ is warranted to provide additional stain resistant properties to your carpet when compared to an

untreated nylon carpet. Stain Safety™ will increase your ability to clean up stains, not prevent stains. Depending on the type of substance causing the stain, removal may require substantial repeated cleanings, and some stains may not be removable.

### **Further exclusions**

This Limited Residential Warranty also specifically excludes: any carpet which has been treated after installation with any protective material other than those formulated with DuPont Teflon® or 3M Scotchgard™, especially those which may contain silicone; any carpet in any non-residential use; any carpet installed on stairs; any carpet subjected to abnormal abuse; any carpet exposed to very hot substances or other abusive conditions; damage due to the application of improper cleaning agents; deterioration in appearance not related to staining of pile fibers. This warranty is voided if you fail to follow recommended carpet care and cleaning instructions outlined in this booklet. Treatment of the affected area should begin immediately upon discovery. The more time that elapses before treatment, the more difficult a stain will be to remove. Further assistance is available through the Shaw Information Center, 1-800-441-7429.

# Carpet Warranty

## **SHAW INDUSTRIES TEXTUREGARD® LIMITED FIVE-YEAR WARRANTY**

### **Who is covered?**

This warranty protects you, the original purchaser, if you have purchased a Shaw Home Foundations TEXTUREGARD® carpet for your own residential use in an owner-occupied residence.

### **What is covered?**

Shaw Industries warrants that any TEXTUREGARD® carpet will not exhibit significant loss of texture from foot traffic for a period of five (5) years when used in an owner-occupied residence in a proper indoor installation. Proper installation requires use of a suitable pad meeting FHA/HUD requirements, following the Carpet and Rug Institute Residential Installation Standard CRI-105. (Note: Shaw Industries recommends a pad with a maximum thickness of 7/16" for optimum performance. Firmer, thinner pads generally perform better.) Consult your retailer for details.

### **What Shaw Industries will do if your carpet fails to perform**

If your TEXTUREGARD® carpet shows significant loss of texture from foot traffic within five years of the date of the original installation as a result of yarn tufts losing their twist, and the carpet's appearance cannot be restored, Shaw Industries will arrange a credit equal to the cost of the carpet material only. The credit will apply only to the affected area or room. The credit will be issued to your retailer as a percentage of the replacement cost of new carpet of the same or comparable quality. The credit will be good only toward the purchase of new Shaw Home Foundations carpet. There will be no cash payment.

(NOTE: The texture of any carpet will change to some degree in heavy traffic areas. Such conditions constitute normal wear and tear and

are not covered by this warranty, which is intended to protect you from excessive appearance change.)

### **Areas of exclusion**

Carpet installed outdoors, on stairs, or in areas subject to other than ordinary shoe traffic is excluded from this warranty. Crushing caused by furniture, including impressions left by legs of furniture, is not covered by this warranty.

# Carpet Warranty

## **SHAW TEN-YEAR LIMITED SOFTBAC® PLATINUM WARRANTY**

### **Who is covered?**

This warranty protects you, the original purchaser, if you have purchased a Shaw Home Foundations carpet with our patented SoftBac® Platinum backing system\* for your own residential use in an owner-occupied residence.

### **What is covered?**

Shaw warrants that your SoftBac carpet will remain free of wrinkles after installation for a period of ten (10) years. Carpet must be correctly installed in a proper indoor installation following the Carpet and Rug Institute Residential Installation Standard CRI-105. Consult your retailer for details.

### **Exclusions**

Matting and crushing, or any change in appearance retention, are excluded from this warranty. For the purpose of this warranty, matting is defined as the loss of twist from the tips of the pile tufts and entanglement of the fibers. Crushing is defined as the loss of pile thickness due to foot traffic only. Pile distortion or compression caused by furniture, including impressions left by legs of furniture, is not covered by this warranty.

### **The coverage period**

This warranty coverage runs for ten years from the date your carpet is installed. carpet warranty

### **What Shaw will do**

If your SoftBac Platinum carpet buckles or wrinkles within the warranty period, Shaw will pay reasonable labor costs for restretching the affected area. If the carpet's appearance cannot be restored, Shaw will arrange a credit equal to the cost of the carpet material only. The credit will apply only to the affected area or room. The credit will be issued to your retailer toward the

retailer's replacement cost of new carpet of the same or comparable quality. The credit will be good only toward the purchase of new Shaw Home Foundations carpet. There will be no cash payments.

\*Purchasers of the original SoftBac® backing system are also protected under the terms of this warranty.

## **HOMEOWNER OBLIGATIONS UNDER THE SHAW WARRANTIES**

### **What you must do**

In order to maintain and protect your coverage under the terms of these warranties, you must do the following:

- 1) Keep proof of purchase in the form of a bill, invoice, statement, or this completed warranty brochure from your Shaw retailer, showing the price you paid for the carpet, excluding pad and labor.
- 2) Install your carpet according to the guidelines out-lined in the Carpet and Rug Institute Residential Installation Standard CRI-105, and maintain your carpet according to the recommendations described in this booklet.
- 3) Be able to show proof of periodic steam cleaning by a professional cleaning service. A bill, invoice, or statement showing cleaning service with descriptions will serve as proof. A minimum of one cleaning every two years is required. Depending on the level of traffic, family size, soil conditions adjacent to the home, and other circumstances, more frequent cleaning maybe advisable. Please refer to the cleaning recommendations contained in this booklet.

# Carpet Warranty

## **SHAW TEN-YEAR LIMITED SOFTBAC® PLATINUM WARRANTY**

### **Who is covered?**

This warranty protects you, the original purchaser, if you have purchased a Shaw Home Foundations carpet with our patented SoftBac® Platinum backing system\* for your own residential use in an owner-occupied residence.

### **What is covered?**

Shaw warrants that your SoftBac carpet will remain free of wrinkles after installation for a period of ten (10) years. Carpet must be correctly installed in a proper indoor installation following the Carpet and Rug Institute Residential Installation Standard CRI-105. Consult your retailer for details.

### **Exclusions**

Matting and crushing, or any change in appearance retention, are excluded from this warranty. For the purpose of this warranty, matting is defined as the loss of twist from the tips of the pile tufts and entanglement of the fibers. Crushing is defined as the loss of pile thickness due to foot traffic only. Pile distortion or compression caused by furniture, including impressions left by legs of furniture, is not covered by this warranty.

### **The coverage period**

This warranty coverage runs for ten years from the date your carpet is installed. carpet warranty

### **What Shaw will do**

If your SoftBac Platinum carpet buckles or wrinkles within the warranty period, Shaw will pay reasonable labor costs for restretching the affected area. If the carpet's appearance cannot be restored, Shaw will arrange a credit equal to the cost of the carpet material only. The credit will apply only to the affected area or room. The credit will be issued to your retailer toward the

retailer's replacement cost of new carpet of the same or comparable quality. The credit will be good only toward the purchase of new Shaw Home Foundations carpet. There will be no cash payments.

\*Purchasers of the original SoftBac® backing system are also protected under the terms of this warranty.

## **HOMEOWNER OBLIGATIONS UNDER THE SHAW WARRANTIES**

### **What you must do**

In order to maintain and protect your coverage under the terms of these warranties, you must do the following:

- 1) Keep proof of purchase in the form of a bill, invoice, statement, or this completed warranty brochure from your Shaw retailer, showing the price you paid for the carpet, excluding pad and labor.
- 2) Install your carpet according to the guidelines out-lined in the Carpet and Rug Institute Residential Installation Standard CRI-105, and maintain your carpet according to the recommendations described in this booklet.
- 3) Be able to show proof of periodic steam cleaning by a professional cleaning service. A bill, invoice, or statement showing cleaning service with descriptions will serve as proof. A minimum of one cleaning every two years is required. Depending on the level of traffic, family size, soil conditions adjacent to the home, and other circumstances, more frequent cleaning maybe advisable. Please refer to the cleaning recommendations contained in this booklet.

## **HOW TO MAKE A CLAIM**

### **Shaw Industries warranty service**

If you think there is a defect in your carpet that is covered by one of the Shaw warranties, you must notify, in writing, the dealer who sold you the carpet. Include a copy of the invoice or receipt for the carpet and describe the problem as fully as possible. If you are unable to contact your dealer or do not receive satisfaction, write: Shaw Industries, Inc.

Financial Services  
P.O. Box 40  
Mail Drop 026-04  
Dalton, GA 30722-0040.

Or, if it is more convenient, call us on the toll-free Shaw Information Center line: 1-800-441-7429. Please identify yourself as a Shaw Home Foundations carpet owner.

### **Other warranty service**

If you have a claim against any other manufacturer who has an applicable warranty on a Home Foundations carpet, please contact them directly for information on filing a claim. Ask your Shaw Home Foundations dealer for any other warranty statement that may apply to your Shaw carpet when you make your purchase.

### **Let us help**

The Shaw Information Center provides information about proper installation and maintenance of your Home Foundations carpet. Much of this information is included in this booklet. If you need additional information, call the Shaw Information Center at 1-800-441-7429.

OTHER WARRANTIES FROM FIBER AND/OR CHEMICAL COMPANIES MAY APPLY TO YOUR HOME FOUNDATIONS CARPET.

(Consult your builder/dealer for confirmation of which warranties apply.)

Placeholder Content