

# Limited Warranty Registration

Register your warranty at [stainmaster.com](http://stainmaster.com) or simply fill out the information below, detach, fold, seal with tape and mail. Remember to keep a copy for your records. Warranty registration is not a condition of warranty coverage.

If you decide to register using the form below, all blanks must be completed, except the blank for the e-mail address.

Name of Carpet Retail Store: \_\_\_\_\_

Style or Product Name: \_\_\_\_\_

Purchase Date: \_\_\_\_\_

First Name: \_\_\_\_\_

Last Name: \_\_\_\_\_

Your Address: \_\_\_\_\_

City: \_\_\_\_\_ State or Province: \_\_\_\_\_

Zip or Postal Code: \_\_\_\_\_ Country: \_\_\_\_\_

Your E-mail Address: \_\_\_\_\_

If you do not check below, your personal information will be retained, used and disclosed to our agents only as necessary for the purposes of fulfilling the terms of this Limited Warranty, unless we obtain your consent for another use. Your personal information may be processed in the United States.

☐ Sign me up to receive, by mail or e-mail, information about special offers and product introductions from INVISTA.

☐ Sign me up for annual carpet care reminder e-mails.\*

\* Requires e-mail address.

☐ STAINMASTER® cushion was purchased with carpet.

Please see our full Privacy Policy on [stainmaster.com](http://stainmaster.com).



© 2012 INVISTA. All Rights Reserved. STAINMASTER® and the STAINMASTER® family of marks and logos are trademarks of INVISTA. SolarMax™ is a registered trademark of INVISTA for UV resistant fibers and fabrics. C03991 Rev 7/12

[stainmaster.com](http://stainmaster.com)

# Limited Warranties

## STAINMASTER® carpet



# STAINMASTER® carpet duration of Limited Warranties at a glance

To see which limited warranties apply to your STAINMASTER® carpet, first determine the carpet collection that applies to the STAINMASTER® carpet you purchased. Then simply read across the chart for warranty coverage and duration. Please note that your limited warranty coverage begins on the date of purchase and continues for the stated period of time. All limited warranties are subject to the General Terms and Conditions set forth in this brochure.

	Stain Resistance		Soil Resistance	Texture Retention	Abrasive Wear	Fade Resistance	Anti-Static	Stairs
	Food & Beverage Stains	Pet Urine Stains						
STAINMASTER® Premier™	Lifetime*	Lifetime*	Lifetime*	20 Years or 23 Years**	20 Years or 23 Years**	25 Years for SolarMax™ Products*	Lifetime*	no
STAINMASTER® Deluxe Collection™	Lifetime*	Lifetime*	Lifetime*	15 Years or 18 Years**	15 Years or 18 Years**	20 Years for SolarMax™ Products*	Lifetime*	no
STAINMASTER® Essentials™	Lifetime*	Lifetime*	Lifetime*	10 Years or 13 Years**	10 Years or 13 Years**	no	Lifetime*	no
STAINMASTER HOME & OFFICE™***	Lifetime*	Lifetime*	Lifetime*	10 Years or 13 Years**	10 Years or 13 Years**	no	Lifetime*	no

Throughout this limited lifetime brochure, INVISTA defines lifetime carpet coverage as the life of the carpet which begins on the date of purchase.

\* Proration may apply to lifetime limited warranties. Labor costs may not be included. See the following pages in this warranty booklet for complete details. Warranty details are also available by calling 1-800-438-7668.

\*\* The above listed limited warranties will be extended to the longer period stated if STAINMASTER® carpet cushion is purchased at the same time as a particular brand of STAINMASTER® carpet and is installed under the STAINMASTER® carpet.

\*\*\* Represents residential home or office installations. Commercial installations only include a 10 year Abrasive Wear Warranty.

## Contact Information

Visit [stainmaster.com](http://stainmaster.com) to register your carpet purchase or to find general cleaning instructions. (Note: Warranty registration is recommended but not required to activate your warranty coverage.)

For warranty service or special assistance for carpet care and cleaning, call our Consumer Care group at 1-800-438-7668. Hours are 8AM to 5PM EST, Monday through Friday. Or, contact us by email at: [stainmaster@invista.com](mailto:stainmaster@invista.com).

## Care and Cleaning Obligations

To maintain your warranty coverage you must do the following:

- Clean stains or soiled areas promptly. If the problem remains after do-it-yourself cleaning, then have your carpet professionally cleaned (at your expense; these maintenance costs will not be reimbursed).
- If the problem still remains after professional cleaning, contact the Consumer Care group **within 30 days of the professional cleaning**.
- **To qualify for coverage under all limited warranties outlined in this booklet, you must have had hot water extraction cleaning performed by a trained, qualified carpet care professional, at least as frequently as every 24 months since the date of purchase of your carpet. Failing to do so can void your warranty coverage.**

## Filing a Claim

If you have a problem with your carpet and believe it is covered by one or more of the limited warranties outlined in this warranty brochure, you must file a claim by contacting our Consumer Care group. When you call, you will be asked to provide the following:

- An explanation of the issue, what caused the problem, and a description of what the carpet looks like now
- When and where the carpet was purchased, including the retailer's telephone number
- The carpet style name and style number
- Square yards purchased
- Date(s) and proof of professional cleaning(s)<sup>(1)</sup>

**If the problem is determined to be covered by one of the limited warranties, you will be asked to provide the original sales receipt or other documentation acceptable to INVISTA which shows proof of purchase and installation of a STAINMASTER® carpet and of carpet cushion which meets the requirements noted under the Texture Retention Limited Warranty.** The documentation must include the STAINMASTER® carpet name and style information.

**You must also provide INVISTA with all related professional cleaning receipts (showing service dates), if required.** Please note that INVISTA will not reimburse you for your costs of professional cleaning.

We may also request a small piece (6"x6") swatch of remnant carpet and cushion.

## General Terms and Conditions

- Only first quality carpet (not seconds or irregulars) which meets INVISTA's construction and performance specifications can earn the name STAINMASTER® carpet and be covered under these limited warranties.
- These limited warranties apply to all STAINMASTER® carpet products purchased on or after **July 1, 2012**, and installed in the owner-occupied space in an owner-occupied residence (and a commercial office building or retail space for only STAINMASTER Home & Office™ carpet). Timeshare dwellings are specifically excluded. If the carpet is removed from the home or office, these limited warranties will be deemed null and void.
- The limited warranties will be extended to a longer coverage period when STAINMASTER® carpet is installed over STAINMASTER® cushion.
- Some proration may apply to lifetime limited warranties. Labor costs may not be included.
- All warranty coverage is transferable to subsequent owner-occupiers only in owner-occupied residences. The original homeowner must contact our Consumer Care group to provide original receipts documenting the carpet purchase and proof that the carpet has been maintained every 24 months, using the hot water extraction cleaning method, since the original carpet purchase date. This documentation must be provided within sixty (60) days of the home sale. INVISTA will then provide the new homeowner with a written authorization transferring the warranty coverage.
- These limited warranties exclude carpet which has been put into commercial use except for the Abrasive Wear Limited Warranty which applies only to STAINMASTER Home & Office™ carpet which is installed in a home or office or retail space for commercial use.
- These limited warranties also exclude abnormal use or conditions, any type of abuse, vandalism, or damage by smoke, fire, storm, flood, hurricane, wind, lightning, any other natural disaster, or any act of God. "Commercial use" includes, but is not limited to: use in a store, office or other place of business. "Abnormal use or conditions" includes, but is not limited to: water damage from plumbing, storm or flood, damage from smoke or fire, damage from improper cleaning methods or materials, and from improper maintenance. "Abuse" is any use of the carpet that is unreasonable considering the normal and expected uses of a carpet in a residence. Damage from improper installation or defects in carpet manufacturing are specifically excluded from these limited warranties.

- If INVISTA determines that your claim is covered under one or more of the limited warranties, INVISTA will, at its sole option, determine to repair the affected area of your carpet, or, if repair cannot reasonably be made, will determine to replace the affected area of carpet.
- **Replacement of Wall-to-Wall Carpet:** For wall-to-wall carpet, any repair or replacement under these limited warranties will be made by INVISTA and will be limited to the affected area of the carpet. Bound rugs are not covered. If replacement is necessary, the limited warranty covers the removal and disposal of the original carpet and the cost and installation of the comparable replacement carpet, unless otherwise specified by a specific warranty and is subject to proration (see schedule on page 10). Any other labor charges, costs for moving furniture, equipment or baseboards, any costs associated with new carpet cushion, or other charges are your responsibility and will not be paid by INVISTA. This coverage applies to all brands of wall-to-wall STAINMASTER® carpet.
- If INVISTA replaces your STAINMASTER® carpet under any of these limited warranties, the remaining portion of the Warranty Period will be based on your original purchase date.
- If the identical carpet is not available, a STAINMASTER® carpet of comparable quality, color and value will be provided. Comparability in carpet specifications is determined by INVISTA.
- Cash refunds will not be offered.
- You must reasonably cooperate with INVISTA in its efforts to perform its obligations under these limited warranties.

## THE FOLLOWING APPLIES TO ALL OF THE LIMITED WARRANTIES INCLUDED IN THIS BOOKLET:

These limited warranties give you specific legal rights, and you may also have other legal rights which vary from state to state. This may also be the case in Canada from province to province. These limited warranties apply only to wall-to-wall carpet installed and bound carpet purchased in the U.S. or in Canada.

SUBJECT TO APPLICABLE LAW, UNDER NO CIRCUMSTANCES SHALL INVISTA BE LIABLE TO YOU FOR ANY LOST OR PROSPECTIVE PROFITS, LOSSES OR DAMAGES ARISING FROM DELAY IN PERFORMANCE, OR FROM ATTEMPTS OR FAILURES TO CLEAN COVERED STAINS, REGARDLESS OF THE FORM OF THE CLAIM OR CAUSE OF ACTION (WHETHER BASED ON CONTRACT, INFRINGEMENT, NEGLIGENCE, STRICT LIABILITY, OTHER TORT OR OTHERWISE), OR FOR ANY CONSEQUENTIAL, SPECIAL, INCIDENTAL, OR PUNITIVE DAMAGES ARISING OUT OF THE PURCHASE OR USE OF THE PRODUCT OR RESULTING FROM THE BREACH OF THIS LIMITED WARRANTY, OR ANY IMPLIED WARRANTY. IN NO EVENT SHALL THE CUMULATIVE LIABILITY OF INVISTA EXCEED

THE PURCHASE PRICE PAID BY YOU FOR THE PRODUCT. FOR THE SAKE OF CLARITY, THE TERM "CONSEQUENTIAL DAMAGES" SHALL INCLUDE, BUT NOT BE LIMITED TO, LOSS OF USE AND LOSS OR DAMAGE TO PROPERTY, AND THOSE INCIDENTAL AND CONSEQUENTIAL DAMAGES REFERENCED IN §2-715 OF THE UCC.

Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. Also, some provinces do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

## Dispute Resolution — Mandatory Arbitration Provision

THIS DISPUTE RESOLUTION PROVISION ONLY APPLIES TO CONSUMERS RESIDING IN THE UNITED STATES WHO PURCHASE STAINMASTER® CARPET. IT IS IMPORTANT THAT YOU READ THIS ENTIRE SECTION CAREFULLY. THIS SECTION PROVIDES FOR RESOLUTION OF DISPUTES THROUGH FINAL AND BINDING ARBITRATION OF INDIVIDUAL CASES BEFORE A NEUTRAL ARBITRATOR INSTEAD OF IN A COURT BY A JUDGE OR JURY OR THROUGH A CLASS ACTION.

**Binding Arbitration Of All Claims.** The arbitration process established by this section is governed by the Federal Arbitration Act ("FAA"), 9 U.S.C. §§ 1-16. All disputes arising out of or related to this Warranty (whether based in contract, tort, statute, fraud, misrepresentation or any other legal or equitable theory) (a "Claim") shall be resolved by final and binding arbitration of individual claims only in accordance with this arbitration provision.

Only Individual Claims Permitted. NO DISPUTE BROUGHT BY EITHER YOU OR INVISTA MAY BE JOINED WITH ANOTHER LAWSUIT OR IN ARBITRATION WITH A DISPUTE OF ANY OTHER PERSON, OR BE PURSUED OR RESOLVED ON A CLASS-WIDE BASIS.

**Broadest Interpretation.** Any question about whether a Claim is subject to arbitration shall be resolved by interpreting this arbitration provision in the broadest manner permitted by law to allow its enforcement. All such questions will be decided by the arbitrator.

**How the Arbitration Works.** The party must file a Claim with the National Arbitration Forum ("NAF"), an arbitration administrator. This administrator is independent from INVISTA. You may obtain copies of the rules, forms and instructions for initiating and conducting arbitration by contacting NAF at:

National Arbitration Forum  
P.O. Box 50191  
Minneapolis, Minnesota 55405  
Website: [www.adrforum.com](http://www.adrforum.com)  
800-474-2371



## Lifetime Stain Resistance Limited Warranty (pet urine; food & beverage)

For the Warranty Period stated the surface pile of your STAINMASTER® carpet will resist food and beverage or pet urine stains that occur during normal residential use (“covered stains”) subject to your compliance with recommended carpet care and cleaning procedures, shown on pages 1 and 2, INVISTA will, at our sole option, repair the affected area of your carpet containing the covered stain. If a repair cannot reasonably be made, we will replace the affected area of your carpet.

**No carpet is fully stain proof.** Therefore, INVISTA does not extend warranty coverage to any of the substances or causes of damage identified below (“non-covered stains”). The following are examples of non-covered stains excluded from this limited warranty:

- Non-food and non-beverage stains caused by substances, including, for example, but not limited to, cosmetics, bleaches, inks, etc.
- Stains caused by substances that destroy or change the color of the carpet, including, for example, but not limited to, stains caused by dyes (such as clothing or food coloring), bleaches, acne medications, drain cleaners and plant food.
- Human or other pet stains (such as vomit, blood and feces).
- Color changes due to fading.

## Lifetime Soil Resistance Limited Warranty

Over time any carpet may change color due to the accumulation of dry soil from foot traffic. INVISTA warrants that for the stated Warranty Period, subject to your compliance with the recommended carpet care and cleaning procedures, your carpet will not have a “noticeable color change” due to deposits of dry soil as a result of foot traffic from normal, indoor household use.

- If, after following the recommended carpet care and cleaning procedures (including professional cleaning shown on page 3) INVISTA determines that the noticeable color change is covered under this limited warranty, INVISTA will, at its option, repair the affected area of your carpet. If repair cannot reasonably be made, we will replace the affected area of your carpet.
- Cash refunds will not be offered.

Excluded from this limited warranty are color changes from grease, mud, asphalt, tar, paints, ink, rust, blood, cement, materials that permanently destroy dyes or alter colors (such as bleaches, acne medications, drain cleaners and plant food), urine, feces, vomit, appearance or color changes due to burns, pets, tears, cuts, pulls, shading or pile reversal, fading, furniture depressions or athletic equipment.

## Texture Retention Limited Warranty

During the applicable Warranty Period, the surface pile of your carpet when installed over carpet cushion meeting the standards described below will not, under normal residential use, show a significant loss of carpet pile texture from the carpet tufts bursting, blooming, opening or losing their twist.

- Texture retention is defined as the ability of carpet tufts to retain their visible shape and not burst, bloom, open or lose their twist, and is measured by using an international standardized rating scale.<sup>(2)</sup>
- This warranty is limited to loss of texture from foot traffic, resulting in tufts bursting, blooming, opening or losing their twist which cannot be corrected.
- If INVISTA determines that your carpet's texture rating is below the minimum standards for the reasons described above, INVISTA will, at its sole option, repair or replace the affected area of the carpet.
- In the U.S. carpet, must be installed over cushion which meets the HUD UM 72a, Class 1 standards, usually ½-inch pad. This certification sets minimum standards for carpet cushion for density (lbs./ft<sup>3</sup>), thickness (in.), weight (oz./sq.yd.), and other physical characteristics which determine performance.
- In Canada, carpet must be installed over cushion which meets all the minimum parameters as per CGSB<sup>(3)</sup> Standard 20-GP-23M entitled “Standard for: Cushion, Carpet, Flexible Polymeric Material.” This standard sets minimum standards for carpet cushion padding for density (kg/m<sup>3</sup>), thickness (mm), and other physical characteristics which determine performance.
- Cash refunds will not be offered.

This limited warranty specifically excludes damage from pets or such things as tears, pulls, cuts, pilling, burns, furniture coasters, athletic equipment, vacuum marks or heavy wheeled devices. Changes in appearance caused by matting, crushing, soiling, shading or pile reversal, cornrowing, fading, or furniture depressions are also specifically excluded.

## Abrasive Wear Limited Warranty

During the applicable Warranty Period, your carpet will not incur Fiber Loss from Abrasive Wear (as hereinafter defined) by more than 10% in any area. “Fiber Loss from Abrasive Wear” is defined as actual loss of fiber, due to abrasion, from the surface pile of the carpet. If INVISTA determines that your carpet has incurred Fiber Loss from Abrasive Wear, INVISTA will, at its option, repair or replace the affected areas of your carpet.

## Lifetime Anti-Static Limited Warranty

For the expected life of your carpet, it will not generate static greater than 5.0 kilovolts (using AATCC)<sup>(4)</sup> Test Method 134). If INVISTA determines that your carpet does not meet this anti-static limited warranty, INVISTA will repair your carpet. If a repair cannot be reasonably made, INVISTA will replace the affected area.

### Fade Resistance Limited Warranty for SolarMax™ Fiber styles only

INVISTA warrants that with proper care and maintenance, your STAINMASTER® carpet with SolarMax™ Fiber will not fade from exposure to sunlight or atmospheric contaminants (ozone or oxides of nitrogen).

This warranty coverage applies to indoor carpet installations only.

- If INVISTA determines that the noticeable color change due to sunlight or atmospheric contaminants exceeds the AATCC<sup>(4)</sup> Gray Scale criterion, INVISTA will, at our sole option, repair or replace the affected area of your carpet and will handle such claims per the Terms and Conditions.

The following are some examples of exclusions from this limited fade resistance warranty:

- Changes in carpet color due to air purifiers, photo-copiers or other electronic equipment that emit significant amounts of ozone.
- Changes in carpet color resulting from external causes, such as spills of household chemicals, improper cleaning and other non-food and non-beverage substances.
- Gradual fading over time from pesticides, cleaning agents, benzoyl peroxide and other household items.
- Noticeable color change due to accumulation of dry soil as a result of foot traffic from normal, indoor household use.

Proration Schedule for all STAINMASTER® carpet Limited Warranties

Proration Year	Lifetime Stain, Soil, Fade & Pet Urine after 7 years
Year 1	100%
Year 2	100%
Year 3	100%
Year 4	100%
Year 5	100%
Year 6	100%
Year 7	100%
Year 8	90%
Year 9	90%
Year 10	90%
Year 11	80%
Year 12	70%
Year 13	60%
Year 14	50%
Year 15	40%
Year 16	30%
Year 17	25%
Year 18	20%
Year 19	15%
Year 20	10%
Year 21	10%
Year 22	10%
Year 23	10%
Year 24	10%
Year 25	10%
Beyond 25 Years	10%
Warranty Coverage:	
Carpet	Yes
Labor (Installation, Removal and Disposal)	Yes

See pages 1 - 2 to determine which limited warranties apply to the STAINMASTER® carpet you purchased.

Labor costs are removal and disposal of your original STAINMASTER® carpet and installation of the replacement carpet.

(1) An invoice or other documentation signed by the vendor is required.  
(2) See the Carpet & Rug Institute Standard 20-GP-23M for the international rating scale.  
(3) Canadian General Standards Board ("CGSB").  
(4) American Association of Textile Chemists and Colorists, Research Triangle Park, NC ("AATCC").

PLACE  
POSTAGE  
HERE

STAINMASTER® carpet Warranties

STAINMASTER® carpet Consumer Care  
175 TownPark Drive, Suite 200  
Kennesaw, GA 30144