



SHAW 5-STAR WARRANTY

SHAW 10-YEAR LIMITED QUALITY ASSURANCE WARRANTY

We at Shaw are so confident of the quality of our carpets that we provide you with this 10-Year Limited Quality Assurance Warranty. This assurance of quality comes to you from the world's largest producer of carpet.

Who is covered?

This warranty protects you, the original purchaser, if you have purchased a Shaw 5-Star carpet for your own residential use in an owner-occupied residence.

What is covered

This warranty covers manufacturing defects that could occur in any Shaw 5-Star carpet. By manufacturing defect we mean any defect in material or workmanship.

Carpet must be correctly installed in a proper indoor installation using a pad that meets FHA/HUD requirements, 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 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. Pile distortion or compression caused by furniture, including impressions left by legs of furniture, is not covered by this warranty.

Fading caused by sunlight, chemicals, or atmospheric contaminants is excluded from this warranty.

The coverage period

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

What Shaw will do

If your carpet proves defective during:	Shaw will offer credit equal to the cost of the carpet material only:
The 1 st year	100%
The 2 nd year	100%
The 3 rd year	80%
The 4 th year	70%
The 5 th year	60%
The 6 th year	50%
The 7 th year	40%
The 8 th year	30%
The 9 th year	20%
The 10 th to 12 th year	10%

The credit will apply only to the affected area or room. The credit will be issued to your retailer as a percentage of the retailer's replacement cost of new carpet for the same or comparable quality. The credit will be good only toward the purchase of new Shaw 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 affected in lieu of carpet replacement, at the sole discretion of Shaw.

Labor charges

During the first year of coverage under this warranty, Shaw 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 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.

Pile distortion or roll crush is a temporary, correctable problem which is not considered a manufacturing defect.

Shaw R2X Limited 10 Year Stain and Soil Resistance Warranty

Shaw warrants that the surface pile of this Shaw carpet treated with R2X™ will remain stain resistant to most household food and beverage substances for ten 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. Shaw further warrants that the surface pile of any Shaw carpet treated with R2X™ will resist soiling by most common household soil better than comparable untreated nylon carpet for 10 years in an owner occupied residence in a proper indoor installation. R2X™ minimizes the retention of common dirt normally associated with carpet soiling.

Shaw 10 Year Ltd Softbac® Platinum Warranty

This warranty protects you, the original purchaser, if you have purchased a Shaw carpet with our patented SoftBac® Platinum backing system for your own residential use in an owner occupied residence. Shaw warrants that your Softbac® carpet will remain free of wrinkles after installation for a period of 10 years. Carpet must be correctly installed in a proper indoor installation following the CRI 105 Standard. If your Softbac® Platinum carpet buckles or wrinkles within the warranty period, Shaw will pay reasonable labor costs for re-stretching the affected area. If the carpet's appearance cannot be restored, Shaw will arrange 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 or the same or comparable quality. The credit will only be good towards the purchase of new Shaw carpet. There will be no cash payment.

30 Day Customer Satisfaction Warranty

Shaw warrants that it will replace any of its 5-Star carpet styles within 30 days of the date of installation if you are not completely satisfied. The replacement will be of Shaw carpet of comparable or greater value; the customer agrees to pay the retailer the difference in cost of replacement of products of greater value. All labor charges involved in replacing your carpet, including furniture move, electrical and data hookups, and take-up of your original carpet selection will be your responsibility. Your Shaw 5-Star carpet must not have been improperly installed, abused, or damaged. Installation must be in an owner occupied residence; commercial use is excluded. Claims must be personally inspected by a Shaw dealer. Prior to replacement a claim report must be completed and submitted to Shaw Industries. Replacement is limited to one per original carpet purchase.

Warranty Claim

CALL CARPET CUSTOMER SERVICE AT 1-800-253-3267



Anso[®] nylon Limited Warranties

10-Year Limited Texture Retention Warranty

Anso[®] warrants that the surface pile of a carpet featuring our Limited Texture Retention Warranty **will not experience excessive loss of carpet surface texture**. Excessive loss is defined as a rating of less than 2.5 on the ISO-9405 Saxony rating scale, an international standard for judging texture retention. **The texture of any carpet will change over time**, particularly in high-traffic areas. Such change, over time, is considered a normal characteristic.

10-Year Limited Stain Resistance Warranty

Anso[®] warrants that a carpet featuring our Limited Stain Resistance Warranty will resist staining caused by most foods and beverages better than comparable untreated nylon carpet. **Stain resistance means the ability of your carpet pile to resist (i.e. minimize or withstand) permanent stains**. No carpet, of course, is stain-proof. This warranty excludes all non-food and non-beverage substances, including, but not limited to, bleaching agents, acne medications, and other strong chemicals that alter or remove color.

10-Year Limited Soil Resistance Warranty

Anso[®] warrants that carpet featuring our Limited Soil Resistance Warranty will resist **soiling by most common household soil** better than comparable untreated nylon carpet. If you properly maintain your carpet, soil will clean up more thoroughly, and less residue will remain on your carpet. **Soil resistance means the ability of your carpet to resist (i.e. minimize or withstand) retention of the common dry dirt normally associated with carpet soiling**. Keep in mind, light-colored carpets will show soiling more than darker colors and will require more frequent maintenance to retain their appearance.

10-Year Abrasive Wear Resistance Warranty

Anso[®] warrants that the surface pile of a carpet featuring Limited Abrasive Wear Resistance Warranty will not abrasively wear away by more than 10% in any area of the carpet. **Abrasive wear means fiber loss, and not change in appearance such as crushing or matting**.

Anti Stat Warranty

Anso[®] warrants that your carpet will not generate static greater than 5 kv when tested using AATCC Test Method 134 for the life of your carpet. Please keep in mind that certain environmental factors can contribute to the presence of static in your home.

Homeowner Obligations

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 contract and receipt, showing the price you paid for the carpet. 2. Install according to CRI-105 standards, and maintain your carpet according to the recommendations described in the Shaw "Carpet Care and maintenance" booklet. 3. Be able to show proof of periodic steam cleaning by a professional carpet cleaning service. A bill, invoice or statement showing a cleaning service with descriptions will serve as proof. A minimum of one cleaning every 24 months is required.

Anso[®] nylon warranties cover normal indoor residential use for carpets properly installed and maintained in owner-occupied residences: such warranties commence on the date of original carpet installation. **(The following are excluded from coverage: area rugs; burns; tears; pulls; abuse; damage caused by athletic/industrial footwear or equipment [this is not considered normal indoor residential use]; carpeting installed on stairs; use of rotary brush cleaning; carpet installation problems or exposure to abnormal conditions.)** This warranty specifically excludes at home daycare or any other in-home business or commercial activity in the house. These warranties are void outside the United States and Canada.

Anso[®] nylon Warranty Coverage (Liability)

Anso[®] will repair or replace any portion of your carpet that does not perform according to our warranties with comparable carpet made with Anso[®] nylon at our cost, including a reasonable cost for installation. We will cover only the actual cost of installing your carpet and not costs associated with customizing carpet (i.e. aesthetic inserts, sculpting, borders). Any charges for carpet disposal, new padding, or moving furniture, equipment, etc. are your responsibility. *These Anso[®] nylon warranties cover the original carpet purchase and do not apply to replacement carpet*. This warranty is transferable providing both parties can supply proofs of purchase and proofs of proper maintenance. The carpet manufacturer may also offer its own warranties on the carpet you purchase, for which it is solely responsible. Finally, the warranties in this brochure apply to carpet purchases made on or after December 1, 2006.

Warranty Service/Customer Service

For Warranty Service, write to: Anso[®] nylon Customer Service Center, P.O. Box 18210, Minneapolis, MN 55418 or **Call 1-800-441-8185**

IMPORTANT: WHAT YOU MUST SAVE TO FILE A WARRANTY CLAIM.

Shaw will require you to provide certain information about your carpet, as well as samples of your carpet, in order to service a warranty claim. **Therefore, please retain:**

- *Two square feet of excess, unused carpet after installation.
- *Your original carpet purchase receipt.
- *Receipts for periodic professional cleaning (remember they are required for warranty service).
- *A list of all products used to clean your carpet.

For Warranty Brochure or additional Care & Maintenance information log onto www.ansosmartcare.com or CALL 1-800-441-8185