



Essential *style*. Endless *strength*.

WEAR-DATED[®]
CARPET FIBER WARRANTY

WARRANTY FOR CARPETS MADE WITH WEAR-DATED® CARPET FIBER

Full Five Year Normal Wear/Texture Retention Warranty
Full Seven Year Stain Warranty
Full Seven Year Soil Resistance Warranty
Full Lifetime Anti-Static Warranty
Limited Ten Year Abrasive Wear Warranty

Wear-Dated®* warrants that it will repair or replace any portion of any approved carpet made with Wear-Dated carpet fiber including reasonable labor costs for installation, but excluding any other consequential or incidental damages, including, without limitation, cost of custom installation such as bordering, carving, or inserts or the cost related to moving or replacing equipment, furnishings, partitions, other fixtures or structural items in an owner-occupied residence if the carpet fails to perform against normal wear/texture retention during the first 5 years after original installation, stain or soiling during the first 7 years after original installation and static during the lifetime of the carpet, all as described below.

Additionally, Wear-Dated warrants that it will pay for up to one-half of the wholesale cost of equivalent carpet to replace the affected portion of any approved carpet made with Wear-Dated carpet fiber in an owner-occupied residence if the carpet fails to perform against abrasive wear during the first 10 years after original installation, as more fully described below. The provisions in this warranty are effective for approved carpets made with Wear-Dated carpet fiber installed on or after January 1, 2009.

WEAR-DATED FULL FIVE-YEAR NORMAL WEAR/ TEXTURE RETENTION WARRANTY

To the original purchaser of Wear-Dated products covered under this warranty, Wear-Dated warrants that this Wear-Dated carpet will retain its texture, not showing excessive pile crushing or matting from ordinary foot traffic as a result of the tufts losing twist, for a period of five (5) years from the original date of installation, provided that the carpet is properly installed and maintained according to the Carpet and Rug Institute's Installation Standards over cushion in an owner-occupied, single-family indoor residence and subject to your compliance with the Carpet and Rug Institute's Residential cleaning and maintenance guidelines. Texture retention is the ability of the carpet tufts to retain their visible shape, as measured by the degree of bursting, opening, or untwisting of the tufts at the surface of the carpet. Texture retention is measured against standardized rating scales ranging from 5.0 (new or no change) to 1.0 (severe change), ISO Standard 9405-1990. To perform as warranted, this carpet must retain a texture rating of at least 3.0 under warranted conditions.

If, within the warranty period, a texture rating of less than 3.0 occurs under warranted conditions, Wear-Dated will handle such claims as stated in the “Limited Liability” section of this warranty brochure. This NORMAL WEAR/TEXTURE RETENTION warranty is applicable for the first full five (5) years after original installation and is not prorated.

What Is Not Covered

The warranty exclusions listed in the sections of this brochure entitled “Warranty Exclusions” and “Non-Warranted Carpet Characteristics” are excluded from this warranty. Crushing caused by furniture, including impressions left by legs of furniture, is not covered by this warranty.

WEAR-DATED FULL SEVEN-YEAR STAIN RESISTANCE WARRANTY

To the original purchaser of products covered under this warranty, Wear-Dated warrants that the surface pile of this carpet will resist stains by most household foods and beverages for a specified period of time from the original date of installation, provided that the carpet is properly installed and maintained according to the Carpet and Rug Institute’s Installation Standards over cushion in an owner-occupied, single-family, indoor residence and subject to your compliance with the Carpet and Rug Institute’s Residential cleaning and maintenance guidelines. The stain-resistant treatment will provide for improved resistance to food and beverage stains as compared to an untreated carpet of similar construction. If, within the warranted period, permanent staining should occur that cannot be removed using recommended methods by a certified carpet-care professional, Wear-Dated will handle such claims as stated in the “Wear-Dated’s Limited Liability” section of this warranty booklet. No carpet is absolutely “stain-proof!” This STAIN RESISTANCE warranty is applicable for the first 7 years after original installation.

What Is Not Covered

In addition to the warranty exclusions listed in the sections of this brochure entitled “Warranty Exclusions” and “Non-Warranted Carpet Characteristics”, also specifically excluded from this warranty is damage or residual stains caused by exposure to very hot substances; vomit, urine or feces; stains caused by non-food substances including, but not limited to, hair dyes, shoe polish, paints, and other materials which destroy or change the color of carpet such as bleaches, caustic chemicals, fertilizers, insecticides and iodine; and stains from foods and beverages with strongly colored natural disperse dyes, such as those found in mustard, coffee, herbal tea, and red wine. Reappearance of previously cleaned stains (wick-up).

Before a concern for inadequate stain removal will be evaluated by Wear-Dated, the purchaser must first have the carpet cleaned by a reputable, professional carpet cleaner using the recommended hot water extraction method and furnish a copy of the invoice to Wear-Dated. This invoice must be dated within 30 days prior to filing a warranty claim. This required cleaning would be in addition to those cleanings required in order to maintain warranty coverage.

WEAR-DATED FULL SEVEN-YEAR SOIL RESISTANCE WARRANTY

To the original purchaser of products covered under this warranty, Wear-Dated warrants that your carpet will not have a “noticeable color change” (as defined below) due to deposits of dry soil resulting from normal, indoor household foot traffic for seven (7) years from the original date of installation, provided that the carpet is properly installed and maintained according to the Carpet and Rug Institute’s Installation Standards over cushion in an owner-occupied, single-family indoor residence and subject to your compliance with the Carpet and Rug Institute’s Residential cleaning and maintenance guidelines. Noticeable color change is defined as change greater than 3 using standardized rating scales (Gray Scale AATCC Evaluation Procedure 1 or equivalent in the U.S. or via Test Method 121 in Canada). If, within the warranted period, permanent noticeable color change should occur that cannot be removed using recommended methods by a certified carpet-care professional, Wear-Dated will handle such claims as stated in the “Limited Liability” section of this warranty booklet. This SOIL RESISTANCE warranty is applicable for the first 7 years after original installation.

What Is Not Covered

In addition to the warranty exclusions listed in the sections of this brochure entitled “Warranty Exclusions” and “Non-Warranted Carpet Characteristics”, also specifically excluded from this warranty are resoiling after cleaning, damage or color changes caused by grease, mud, asphalt, tar, paint, ink, rust, blood, cement, urine, feces, vomit, or from materials that permanently destroy dyes or alter colors (such as bleaches, acne medications, drain cleaners and plant food); changes in appearance or color due to burns, pets, tears, cuts, pulls, shading or pile reversal, fading, furniture depressions or athletic equipment.

Before a concern for inadequate soil removal will be evaluated by Wear-Dated, the purchaser must first have the carpet cleaned by a reputable, professional carpet cleaner using the recommended hot water extraction method and furnish a copy of the invoice to Wear-Dated. This invoice must be dated within 30 days prior to filing

a warranty claim. This required cleaning would be in addition to those cleanings required in order to maintain warranty coverage.

Moreover, with use, any carpet will soil. No carpet is absolutely “soil-proof!” Soiling will be more evident on lighter shades that require more care and maintenance, including professional cleaning at appropriate intervals. Vacuuming is a necessary ingredient of maintenance but cannot be expected to remove all soil accumulation. Please note that carpet with thick loop pile, frieze, and shag/cabled construction may become fuzzy or worn with use of a beater bar vacuum; Wear-Dated recommends the use of a suction-only vacuum for these carpet constructions.

WEAR-DATED FULL LIFETIME ANTI-STATIC WARRANTY

To the original purchaser of Wear-Dated products covered under this warranty, Wear-Dated warrants that carpets manufactured with Wear-Dated carpet fiber will not generate static greater than 5.0 kilovolts (using AATCC Test 134-79) for the life of the carpet from the original date of installation, provided that the carpet is properly installed and maintained according to the Carpet and Rug Institute’s Installation Standards over cushion in an owner-occupied, single-family indoor residence and subject to your compliance with the Carpet and Rug Institute’s Residential cleaning and maintenance guidelines. If static greater than 5.0 kilovolts is generated, Wear-Dated will handle such claims as stated in the “Limited Liability” section of this warranty booklet.

This ANTI-STATIC warranty is applicable for the lifetime of the carpet after original installation and is not prorated.

What Is Not Covered

The warranty exclusions listed in the sections of this brochure entitled “Warranty Exclusions” and “Non-Warranted Carpet Characteristics” are excluded from this warranty.

WEAR-DATED LIMITED TEN-YEAR ABRASIVE WEAR WARRANTY

To the original purchaser of products covered under this warranty, Wear-Dated warrants that the surface pile of your carpet will not be worn by abrasion more than 10% for ten (10) years from the original date of installation, provided the carpet is properly installed and maintained according to the Carpet and Rug Institute’s Installation Standards over cushion in an owner-occupied, single-family, indoor residence and subject to your compliance with the Carpet and Rug Institute’s Residential cleaning and maintenance guidelines. Abrasive wear means

fiber-loss from the carpet through normal abrasion, not from crushing or flattening of the carpet pile in any area, or from staining, soiling, fading or other changes in carpet appearance. If, within the warranted period, the pile weight of the carpet, when compared to non-traffic areas, loses more than 10% of its weight, Wear-Dated will pay up to one-half the wholesale cost of equivalent carpet necessary to replace the affected portion of the carpet

What Is Not Covered

In addition to the warranty exclusions listed in the sections of this brochure entitled “Warranty Exclusions” and “Non-Warranted Carpet Characteristics”, also specifically excluded from this warranty is damage caused by tears, pulls, pilling, burns, furniture, wheel traffic, or athletic equipment.

WARRANTIES OTHER THAN BY WEAR-DATED

Some products carry additional warranties provided by the manufacturer. Consult your dealer for specific warranty details

WARRANTY EXCLUSIONS

Transferability

These Wear-Dated warranties are extended only to the original purchaser and are not transferable.

Residences Other Than Owner-Occupied, Single-Family

These Wear-Dated warranties apply only to carpet for owner-occupied, single-family, indoor residential installations.

Products Other Than First Quality

These Wear-Dated warranties apply to first quality products only and are not applicable to carpet sold as second quality, irregular, used or mill end.

Improper Installation

These Wear-Dated warranties do not cover damage to your carpet caused by improper installation. Examples include, but are not limited to, wrinkling due to insufficient stretch, loss of tufts due to improper seam sealing, and seam peaking. The Carpet and Rug Institute’s Installation Standards conforms to proper installation procedures and must be followed. The International Floor Covering Installers Association (1-816-231-4646) maintains a directory of qualified carpet installers.

Inadequate Cushion

These Wear-Dated warranties do not cover damage to your carpet caused by inadequate cushion. “Check with the carpet manufacturer to see if a specific cushion is required”. For cut-pile, cut-loop, or high level loop carpet Wear-Dated recommends a resilient, firm cushion with a thickness of 7/16 inch, no less than 1/4 inch and no more than 1/2 inch with 6 pounds per cubic feet density. Types of cushion may be various polyurethane foams, including the very common bonded foam product often referred to as “rebond,” fiber, or rubber. For thinner and shorter loop carpet Wear-Dated recommends a stable, low-flexing, cushion foundation. Cushion thickness should not exceed 3/8 inch for these type products.”

Improper Cleaning and Maintenance or Inadequate Care

These Wear-Dated warranties do not cover damage to your carpet caused by improper cleaning, improper maintenance or cleaning materials or inadequate care. Regular use of a vacuum with a beater bar in high-traffic areas may help reduce changes in carpet’s appearance. However, please note that carpet with thick loop pile, frieze, and shag/cabled construction may become fuzzy or worn with use of a beater bar vacuum, Wear-Dated recommends the use of a suction-only vacuum for these carpet constructions.

Your Wear-Dated carpet requires routine cleaning and maintenance. All cleaning receipts should be retained.

Accidents, Abuse, or Abnormal Wear

These Wear-Dated warranties do not cover damage resulting from accidents or abuse such as burning, flooding, cutting, or damage caused by pets.

Carpet on Stairs, In Bathrooms, and In Kitchens

These Wear-Dated warranties do not cover damage to or appearance changes on carpet installed on stairs, in bathrooms, kitchens, outdoors, or in areas subject to other than ordinary shoe traffic.

Pad Failure

These Wear-Dated warranties do not cover defects or damages caused by failure of the carpet pad. Deterioration of the padding can cause problems with your carpet. Please see the pad manufacturer’s warranty statement for more information.

Outdoor Installation

The Wear-Dated warranties do not cover carpet installed outdoors. All carpets manufactured with Wear-Dated carpet fiber are intended solely for use as indoor floor coverings and are not recommended for any other purpose.

Problems with Moisture

These Wear-Dated warranties do not cover problems caused by wetting or persistence of excessive moisture. For immediate assistance, contact a certified water damage restorations specialist. The Institute of Inspection, Cleaning and Restoration Certification (IICRC) (1-800-835-4624) maintains a registry of trained, certified specialists.

Changes in Carpet Color

These Wear-Dated warranties do not cover changes in carpet color resulting from external causes, such as fading due to sunlight, ozone, or spills of household chemicals and other non-food and non-beverage substances.

Odors

These warranties do not cover carpet odors.

Geographic Locale

Wear-Dated carpet warranties apply only in the United States and Canada.

NON-WARRANTED CARPET CHARACTERISTICS

Changes in Appearance

All carpets will change in appearance over time, primarily due to foot traffic. Carpet in heavy traffic areas will exhibit the most change. A good-quality cushion will help extend the carpet's appearance. Over time and with use, the tips of the tufts in cut-pile carpets will lose some twist, causing the carpet to bloom. This is normal and should be expected.

Fading or Color Loss

Carpet may slowly lose color over time. This can be caused by direct sunlight, ozone, emissions from heating fuels, pesticides, cleaning agents, benzoyl peroxide and other household items. Care should be taken when using these items. Window treatments will reduce exposure to direct sunlight.

Footprints

Cut-pile carpets will show footprints and vacuum cleaner marks. Selecting a carpet with a lower pile height and denser construction will help to minimize this effect.

Indentations

Furniture or other heavy objects can cause indentations in your carpet. Furniture coasters will help distribute the weight of heavy objects over a larger area. Brushing the affected carpet area with your fingertips will usually restore the crushed tufts to their original position.

Shading

Shading is a change in pile direction that results in an apparent change in color due to the light reflecting in different ways. Solid color cut-pile carpets will exhibit this more often than textured or patterned carpets. This is normal. Severe cases of shading are also known as pooling or watermarking and can result in permanent pile reversal after installation. No cause for this is known, and it is usually confined only to certain areas of an installation. Pooling or watermarking is not considered a manufacturing defect and therefore is not covered by this warranty.

Shedding

Shedding is a normal characteristic of carpets. It is more apparent in staple products than continuous filament products. Regular vacuuming using a vacuum cleaner with a beater bar will remove most of the loose fibers during the first year. However, please note that carpet with thick loop pile, frieze, and shag/cabled construction may become fuzzy or worn with use of a beater bar vacuum; Wear-Dated recommends the use of a suction-only vacuum for these carpet constructions.

Filtration Soiling

Dust, dirt, pollen, cooking vapors, and other airborne pollutants may appear as dark lines along walls, vents, and doorways. This is usually due to an imbalanced ventilation system that is incapable of removing the volume of air entering the room. The excess air escapes through gaps between floors, walls, and doorways. Professional cleaning may remove discoloration in affected areas, but the condition will usually return unless ventilation problems are corrected. Carpet of any quality will perform the same if subjected to filtration inefficiencies.

Wrinkling or Buckling

Wrinkling may occur after installation and can be caused by excessive humidity, inadequate cushion, or failure to use the recommended installation procedures found in the Carpet and Rug Institute's Installation Standards, especially relative to power stretching. A competent installer can usually correct this problem.

Yellowing

Yellowing can have many causes, such as BHT (butylated hydroxytoluene) off-gassing from rebond pad, yarn lubricants, over-application of stain-resistant treatments, changes in alkalinity, cleaning solutions, general soiling, and fume fading. White vinegar applied to a clean white towel and held on the carpet will indicate if yellowing can be removed. If this works, a 10% solution of citric acid applied by a professional cleaner will usually remove yellowing. Yellowing is not considered a manufacturing defect therefore is not covered by this warranty.

Each of the above items is characteristic of carpet and is not considered a defect.

DISCLAIMER OF IMPLIED WARRANTIES

ALL IMPLIED WARRANTIES WHICH MAY ARISE BY IMPLICATION OF LAW OR APPLICATION OF COURSE OF DEALING OR USAGE OF TRADE— INCLUDING, BUT NOT LIMITED TO, IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE— ARE EXPRESSLY EXCLUDED. NO WARRANTIES, EXPRESS, IMPLIED, STATUTORY, OR OTHERWISE, EXTEND BEYOND THOSE EXPRESSLY SET FORTH IN THIS WARRANTY BROCHURE, AND ALL SUCH WARRANTIES ARE EXPRESSLY DISCLAIMED. By implied warranties we mean ones that the law presumes to have been given by the seller even though they are not set out in writing. PLEASE NOTE: Some states do not allow the exclusion or limitation of incidental or consequential damages, or limitations on how long an implied warranty lasts, so the above limitation or exclusion may not apply to you.

WEAR-DATED'S LIMITED LIABILITY

Provided that you have complied with the Homeowner Obligations under this warranty Wear-Dated shall have as its entire liability and exclusive remedy the warranty liability described in this section. Wear-Dated's liability under this limited warranty shall be limited to the actual cost of repair or replacement of only the affected area of the carpet extending to the nearest wall, doorway, or entrance. Wear-Dated reserves the right to correct

any defect prior to the carpet being removed, replaced, or any settlement being offered. Upon determination of a valid claim and that the carpet cannot be restored by repair, Wear-Dated will replace with identical or comparable carpet of equal value. There will be no cash payment.

WEAR-DATED SHALL NOT BE LIABLE FOR AND WILL NOT PAY CONSEQUENTIAL, INCIDENTAL, OR SPECIAL DAMAGES OF ANY KIND WHATSOEVER UNDER THIS WARRANTY. Some states do not permit exclusion or limitation of incidental or consequential damages, so the exclusion or limitation may not apply to you. The limited warranty gives you specific legal rights, and you may also have other rights which vary from state to state. Except for these rights, the remedies provided under these warranties state the entire limit of Wear-Dated's responsibilities.

HOMEOWNER OBLIGATIONS

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

1. Keep proof of your purchase in the form of a bill, invoice, or statement from your retailer that shows the retailer's name, address, date of purchase, carpet manufacturer and style identification.
2. Install your carpet according to the guidelines in the Carpet and Rug Institute's Installation Standards and maintain your carpet according to the Carpet and Rug Institute's Residential cleaning and maintenance guidelines.
3. Install your carpet with the appropriate carpet cushion. See Manufacturer's recommendations or follow the Carpet and Rug Institute's recommendations for appropriate carpet cushion.
4. Show proof of periodic cleanings by a certified professional cleaning service. A bill, invoice, or statement showing cleaning services will serve as proof of cleaning.
5. Have a minimum of one (1) professional cleaning every 12-18 months using cleaning products, equipment or systems specified with the Carpet and Rug Institute Seal of Approval. Visit www.carpet-rug.org for a complete list of certified products.
6. Only clean your carpet with cleaners specified with a CRI Seal of Approval. Do not clean your carpet with household bleach.
7. Along with these documents, Wear-Dated recommends keeping a 2' x 3' carpet remnant from your installation for your warranty or in case you ever need to make a repair.

8. Failure to comply with your Homeowner Obligations will void your Wear-Dated Carpet warranty.

ALWAYS FOLLOW CARPET MANUFACTURER'S CARE INSTRUCTIONS.

Filing a Claim

To submit warranty claim information or to obtain further information on this warranty, please call 1-800 367-9598, fax 1-800-413-2833 or email claims@weardated.com.

Mailing address:

Wear-Dated Products Warranty Service
P.O. Box 800
Chatsworth, GA 30705-0800

*Wear-Dated® is a registered trademark of Mohawk Industries, Inc. ©2009

