



## **Mohawk Extended Texture Retention Warranty for Costco Premium Cushion Purchases**

### **Who is covered**

This warranty protects you, the original purchaser, if you have purchased a Mohawk carpet style and installed it over Costco's premium cushion option for your own residential use in an owner-occupied residence.

### **What is covered**

Mohawk warrants that the carpet you have purchased and installed over Costco's premium pad will not fail to deliver upon its texture retention warranty. This warranty is extended only to the original purchaser and is not transferable. Mohawk further warrants that the texture retention warranty featured on any of our existing carpet styles at Costco will be DOUBLED\* in years when the carpet is installed over Costco's premium pad. Mohawk Industries warrants that, for a specified period of time from the original date of installation, this carpet will retain its texture from ordinary foot traffic, as a result of the tufts losing twist, provided the carpet is installed over Costco's Premium cushion and maintained according to Mohawk's recommendations in an owner-occupied, single-family residence.

**(\*Not to exceed 20 Years)**

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.

Improper or inadequate care and maintenance will accelerate carpet appearance changes. To refresh carpet texture, cleaning performed by a trained, certified carpet care professional is required every 12-18 months. Proof of this service is required.

Carpet installed outdoors, on stairs, in bathrooms, or kitchens or in areas subject to other than ordinary shoe traffic is specifically excluded from this warranty, as is damage caused by improper installation and/or improper cleaning methods and materials.

### **What Mohawk will do if your carpet fails to perform**

If your Mohawk carpet installed over Costco's premium pad shows significant loss of texture from foot traffic during the life of the warranty from the date of the original installation as a result of yarn tufts losing their twist, and the carpet's appearance cannot be restored, Mohawk 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 retailer's

replacement cost of new carpet of the same or comparable quality. The credit will be good only toward the purchase of Mohawk 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.)

### **Homeowner Obligations Under the Mohawk Industries Warranties**

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

1. Make sure you know which warranties apply to your particular carpet. The warranties are stated on the backs of samples in the store at the time of purchase. It is your responsibility to know which warranties apply to your carpet.
2. Keep proof of purchase in the form of a bill, invoice, or statement from your Mohawk Industries dealer, showing the price you paid for the carpet, excluding labor.
3. Install your carpet according to the guidelines in the Carpet and Rug Institute Installation Standard CRI-105, and maintain your carpet according to the recommendations described in the Mohawk "Carpet Care and Guidelines" section of this brochure.
4. Show proof of periodic cleaning by a certified professional cleaning service. A bill, invoice, or statement showing cleaning service will serve as proof of cleaning. A minimum of one professional cleaning every 18 months is required using cleaning products, equipment or systems that carry the Carpet & Rug Institute Seal of Approval. (Visit [www.carpet-rug.org](http://www.carpet-rug.org) for a complete list of certified products.)

### **Filing a Claim**

Notify your dealer in writing. Be sure to describe the specific problem, and to include a copy of your invoice. Your dealer will take appropriate action, including the notification of Mohawk Industries, if necessary.

If you are unable to contact your retailer for some reason, or if you do not get a satisfactory reply from them, please write to Mohawk at:

Mohawk Industries  
Attention: Customer Relations  
P.O. Box 12069  
Calhoun, Georgia 30703

## **Implied Warranties**

NO IMPLIED WARRANTIES, INCLUDING WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, EXTEND BEYOND THE TERMS OF THE WRITTEN MOHAWK CARPET CORPORATION WARRANTIES. 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.

YOU HAVE LEGAL RIGHTS UNDER THIS WARRANTY. These warranties give 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 limit of Mohawk Carpet Corporation responsibilities.

## **General Terms and Conditions On Your Mohawk Carpet Corporation Warranties**

The liability of Mohawk Carpet Corporation under this limited warranty shall be limited to the actual cost of repair or replacement of the affected area of the carpet extending to the nearest wall, doorway, or entrance. Mohawk Carpet Corporation reserves the right to correct any defect prior to the carpet being removed, replaced, or settlement offered. If replacement is warranted, Mohawk Carpet Corporation shall provide a carpet of equal value should the identical carpet not be available. Mohawk will arrange a credit to your retailer as a percentage of the replacement cost of new carpet. The credit will be good only toward the purchase of new Mohawk carpet. There will be no cash payment. Mohawk Carpet Corporation shall not be liable for the cost of incidental or consequential damages. 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. All carpets manufactured by Mohawk Industries are intended solely for use as indoor floor covering and are not recommended for any other purpose.

### **Non-Transferability**

These Mohawk Carpet warranties are extended only to the original purchaser and are not transferable. Warranties apply only to carpet for the owner-occupied single-family residential installations and to carpet purchased by the full time tenant in a rental dwelling.

### **First Quality Products**

Warranties are not applicable to carpet sold as second quality, irregular, used or mill end.

### **Improper Installation**

Improper installation can cause problems with your carpet. The Carpet and Rug Institute Installation Standard CRI-105 conforms to proper installation procedures and must be followed. We are not responsible for damage to your carpet caused by improper installation. Examples are wrinkling, due to insufficient stretch, loss of tufts due to improper seam sealing, and seam peaking. The International Floor covering Installers Association maintains a directory of qualified carpet installers: call 1-816-231-4646.

### **Improper Maintenance or Inadequate Care**

Your carpet requires routine maintenance. Please follow the recommendations described in this brochure under "Carpet Care." We are not responsible for damage to your carpet caused by improper maintenance or inadequate care, which could void all or part of your warranty coverage.

### **Accidents, Abuse, or Abnormal Wear**

Your Mohawk Carpet warranties do not cover damage resulting from accidents or abuse such as staining, soiling, burning, flooding, cutting, and damage caused by pets, or damage caused by improper cleaning methods and

materials. Staining from common household food and beverage substances may be covered by fiber or stain protection producer's warranties.

#### Carpet on Stairs, in Bathrooms, and in Kitchens

Your Mohawk Carpet warranties do not cover damage or appearance changes on carpet installed on stairs, in bathrooms, kitchens, outdoors, or in areas subject to other than ordinary shoe traffic.

#### Pad Failure

Deterioration of the padding can cause problems with your carpet. We are not responsible for any defects caused by failure of the carpet pad. Please see the pad manufacturer's warranty statement for more information.

#### Problems with Moisture

Your Mohawk Carpet 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) maintains a registry of trained, certified specialists. Call 1-800-835-4624.

#### Changes in Carpet Color

Your Mohawk Carpet 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. This limitation may not apply if your Mohawk Carpet features a stain and fade warranty.

#### Differences in Samples

Your Mohawk Carpet warranties do not cover minor and normal differences between the color and texture of the retail store sample and true color and texture of the actual carpet.

#### Replacement of Discontinued Carpet

If your carpet has been discontinued and replacement is necessary under the terms of your Mohawk Carpet warranty, Mohawk carpet of comparable quality will be substituted.

#### Geographic Locale

These warranties apply only in the United States and Canada.

#### Consequential or Incidental Damages

WE EXCLUDE AND WILL NOT PAY CONSEQUENTIAL OR INCIDENTAL DAMAGES UNDER THIS WARRANTY. ALL CHARGES SHOULD BE SUBMITTED TO THE CUSTOMER RELATIONS DEPARTMENT FOR EVALUATION AND REVIEW.

#### **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. There are no warranties which extend beyond the description on the face hereof.

Upon determination of a valid claim and the carpet cannot be restored by repair, Mohawk Industries will arrange a credit to your retailer equal to the cost of the carpet replacement only.

#### **Non-Warranted Carpet Characteristics**

## Appearance Retention

All carpets will change in appearance over time. This is 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. The tips of the tufts in cut-pile carpets, over time and use, will lose some twist, causing it to bloom. This is normal and should be expected.

## Crushing

Crushing is the compaction of the pile thickness due to foot traffic or furniture. Regular use of a vacuum with a beater bar in high traffic areas may help reduce changes in appearance.

## Footprints

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

## Indentations

Indentations will occur from furniture or heavy objects. Furniture coasters will assist in spreading the weight of the object to a larger area. Brushing the affected area with your fingertips will usually restore the crushed tufts to their original position.

## Matting

The entanglement of fibers and tufts of the yarn tips may be caused by a cushion failure, or most often, improper maintenance. Residue from a spill that was not cleaned up thoroughly or cleaning residue that has not been rinsed completely will lead to matting.

## 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. This results in a permanent pile reversal that occurs after installation. It has no known cause and is usually confined to only certain areas of an installation. Pooling or watermarking is not considered a manufacturing defect.