

Shaw Premium Touch® Limited Life of the Home Cushion Warranty

Who is covered

This warranty protects you, the original purchaser, if you have purchased a Shaw Premium Touch® cushion for your own residential use in an owner-occupied residence.

What is covered

Shaw warrants that your Premium Touch cushion will not fail and will offer comfort and support for as long as you own and reside in your home. This warranty is extended only to the original purchaser and is not transferable.

What Shaw will do if your Premium Touch cushion fails to perform

If your Shaw Premium Touch cushion should break down and fail to offer support and comfort, Shaw will replace the cushion free of charge, excluding labor charges.

Areas of exclusion

Your Life of the Home Premium Touch warranty will become void if the cushion shows signs of improper handling or if it is ripped or torn.

Labor charges

During the first two (2) years of coverage under these warranties, Shaw Industries, Inc., will arrange for a credit to your retailer for reasonable labor charges to repair or replace defective areas.

Shaw Premium Touch® 40-Year Extended Texture Retention Warranty for Shaw Anso® Nylon Carpets

Who is covered

This warranty protects you, the original purchaser, if you have purchased a Shaw carpet style made of Anso® nylon installed over Shaw's Premium Touch® cushion for your own residential use in an owner-occupied residence. This warranty is transferable providing both parties can supply proof of purchase and proof of proper maintenance. This Anso nylon warranty is non-prorated.

What is covered

Shaw warrants that the 20-year texture retention warranty featured on Shaw carpets of Anso nylon is extended to 40 years when your new Shaw carpet is installed over Premium Touch cushion. This texture retention warranty promises that this Shaw carpet over Premium Touch cushion will not exhibit significant loss of texture from foot traffic for a period of forty (40) years when used in an owner-occupied residence in a proper indoor installation. Proper installation requires following the Carpet & Rug Institute Installation Standard effective October 1, 2009.

What Shaw will do if your carpet fails to perform

If your Shaw carpet installed over Premium Touch cushion shows significant loss of texture from foot traffic within forty (40) years of the date of the original installation as

a result of of yarn tufts losing their twist, and the carpet's appearance cannot be restored, Shaw will repair or replace affected areas of your carpet with comparable carpet made with Anso nylon. Shaw reserves the right to determine what comparable carpet is. Replacement will be at our cost, including reasonable labor for installation. We will cover only the actual cost of installing your carpet and no 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. All Anso nylon warranties are non-prorated.

(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

Improper maintenance or inadequate care may result in damage to your carpet that will not be covered by this warranty. Carpet installed outdoors, on stairs, or in areas subject to other than ordinary shoe traffic is excluded from this warranty. Pile distortion or compression caused by furniture, including impressions left by legs of furniture, is not covered by this warranty.

Shaw Premium Touch® 30-Year Extended Texture Retention Warranty for Shaw Evertouch® Carpets

Who is covered

This warranty protects you, the original purchaser, if you have purchased a Shaw Evertouch® carpet style installed over Shaw's Premium Touch® cushion for your own residential use in an owner-occupied residence. This warranty is not transferable and is prorated in accordance with the schedule below.

What is covered

Shaw warrants that the 15-year texture retention warranty featured on Shaw Evertouch carpets is extended to 30 years when your new Shaw carpet is installed over Premium Touch cushion. Shaw warrants that this Shaw Evertouch carpet over Premium Touch cushion will not exhibit significant loss of texture from foot traffic for a period of thirty (30) years when used in an owner-occupied residence in a proper indoor installation. Proper installation requires following the Carpet & Rug Institute Installation Standard effective October 1, 2009. This warranty does not cover carpet installed on stairs.

What Shaw will do if your carpet fails to perform

If your Shaw Evertouch carpet installed over Premium Touch cushion shows significant loss of texture from foot traffic within thirty (30) 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 will repair or replace affected areas of your carpet with comparable carpet made with EverTouch nylon. Shaw reserves the right to determine what comparable carpet is.

Labor charges

During the first year of coverage under this EverTouch nylon warranty, Shaw Industries, Inc., will arrange for a credit to your retailer for reasonable labor charges to repair or replace defective areas.

(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

Improper maintenance or inadequate care may result in damage to your carpet that will not be covered by this warranty. Carpet installed outdoors, on stairs, or in areas subject to other than ordinary shoe traffic is excluded from this warranty. Pile distortion or compression caused by furniture, including impressions left by legs of furniture, is not covered by this warranty.

Proration

If your EverTouch nylon carpet does not perform according to the warranty, Shaw will offer credit equal to the cost of the carpet material only in accordance with the following schedule:

1st year	100%	11th year	80%	21st year	30%
2nd year	100%	12th year	80%	22nd year	25%
3rd year	100%	13th year	70%	23rd year	20%
4th year	100%	14th year	70%	24th year	15%
5th year	100%	15th year	60%	25th year	10%
6th year	100%	16th year	55%	26th year	10%
7th year	100%	17th year	50%	27th year	10%
8th year	90%	18th year	45%	28th year	10%
9th year	90%	19th year	40%	29th year	10%
10th year	90%	20th year	35%	30th year	10%

Shaw Premium Touch® 20-Year Extended Texture Retention Warranty for Cleartouch® Carpets

Who is covered

This warranty protects you, the original purchaser, if you have purchased a Shaw Cleartouch® carpet style installed over Shaw's Premium Touch® cushion for your own residential use in an owner-occupied residence. This warranty is not transferable and is prorated in accordance with the schedule below.

What is covered

Shaw warrants that the 10-year texture retention warranty featured on Shaw Cleartouch carpets is extended to 20 years when your new Shaw carpet is installed over Premium Touch cushion. Shaw warrants that this Shaw Cleartouch carpet over Premium Touch

cushion will not exhibit significant loss of texture from foot traffic for a period of thirty (20) years when used in an owner-occupied residence in a proper indoor installation. Proper installation requires following the Carpet & Rug Institute Residential Installation Standard CRI-105. This warranty does not cover carpet installed on stairs.

What Shaw will do if your carpet fails to perform

If your Shaw Cleartouch carpet installed over Premium Touch cushion shows significant loss of texture from foot traffic within twenty (20) 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 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 Shaw 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

Improper maintenance or inadequate care may result in damage to your carpet that will not be covered by this warranty. Carpet installed outdoors, on stairs, or in areas subject to other than ordinary shoe traffic is excluded from this warranty. Pile distortion or compression caused by furniture, including impressions left by legs of furniture, is not covered by this warranty.

Proration

If your ClearTouch nylon carpet does not perform according to the warranty, Shaw will offer credit equal to the cost of the carpet material only in accordance with the following schedule:

1st year	100%	11th year	80%
2nd year	100%	12th year	70%
3rd year	100%	13th year	60%
4th year	100%	14th year	50%
5th year	100%	15th year	40%
6th year	100%	16th year	30%
7th year	100%	17th year	25%
8th year	90%	18th year	20%
9th year	90%	19th year	15%
10th year	90%	20th year	10%

**Shaw Premium Touch® 20-Year Extended Texture Retention Warranty
for Stainmaster® Carpets**

Who is covered

This warranty protects you, the original purchaser, if you have purchased a Shaw Stainmaster® carpet style installed over Shaw’s Premium Touch® cushion for your own residential use in an owner-occupied residence. This warranty is not transferable and is prorated in accordance with the schedule below.

What is covered

Shaw warrants that the 10-year texture retention warranty featured on Shaw Stainmaster carpets is extended to 20 years when your new Shaw carpet is installed over Premium Touch cushion. Shaw warrants that this Shaw Stainmaster carpet over Premium Touch cushion will not exhibit significant loss of texture from foot traffic for a period of thirty (20) years when used in an owner-occupied residence in a proper indoor installation. Proper installation requires following the Carpet & Rug Institute Residential Installation Standard CRI-105. This warranty does not cover carpet installed on stairs.

What Shaw will do if your carpet fails to perform

If your Shaw Stainmaster carpet installed over Premium Touch cushion shows significant loss of texture from foot traffic within twenty (20) 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 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 Shaw 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

Improper maintenance or inadequate care may result in damage to your carpet that will not be covered by this warranty. Carpet installed outdoors, on stairs, or in areas subject to other than ordinary shoe traffic is excluded from this warranty. Pile distortion or compression caused by furniture, including impressions left by legs of furniture, is not covered by this warranty.

Proration

If your Stainmaster nylon carpet does not perform according to the warranty, Shaw will offer credit equal to the cost of the carpet material only in accordance with the following schedule:

1st year	100%	11th year	80%
2nd year	100%	12th year	70%
3rd year	100%	13th year	60%
4th year	100%	14th year	50%

5th year	100%	15th year	40%
6th year	100%	16th year	30%
7th year	100%	17th year	25%
8th year	90%	18th year	20%
9th year	90%	19th year	15%
10th year	90%	20th year	10%

Homeowner Obligations/Care and Maintenance Recommendations

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 and cushion, excluding pad and labor.
2. Install your carpet according to the guidelines outlined in the Carpet and Rug Institute Installation Standard effective October 1, 2009.

Periodic cleaning

Periodic professional cleaning of the overall carpet is highly recommended. The frequency of overall cleaning may vary depending on the level and type of traffic and the conditions to which your carpet is exposed. This may range from as little as 6 months to 24 months between

cleanings. Your carpet should be properly cleaned at least once every 24 months to maintain its appearance and useful life.

Shaw recommends only the hot water extraction cleaning method, utilizing carpet cleaning products, equipment and systems certified through the Carpet and Rug Institute's Seal of Approval Program. These products are listed at www.carpet-rug.org.

Warning: Non-approved cleaning products and topical treatments, applied by you or by a professional carpet cleaner, may result in damage to your carpet that will not be covered by your warranty.

Shaw recommends that professional service be performed by an IICRC certified firm. Locate a professional cleaner through the Institute of Inspection, Cleaning and Restoration Certification (IICRC) at 1-800-835-4624 or www.iicrc.org. Cleaning by other professional services may result in damage that will not be covered by your warranty.

Do-it-yourself Systems

If you decide to rent a steam cleaning machine and do it yourself, remember recommended carpet cleaning equipment and cleaning products should have certification in the CRI Seal of Approval Programs.

Routine spot removal

Research has shown that many products sold for do-it-yourself spot removal clean poorly and their residues attract soil on the cleaned area rapidly afterward. The Carpet and Rug Institute's Seal of Approval program tests and certifies products that meet stringent standards and thus clean effectively, without damage to your carpet.

Limitations On Your Shaw Warranties

Non-transferability

Except for the Anso® nylon texture retention warranty, these Shaw warranties are extended only to the original purchaser and are not transferable.

First quality products

Warranties are not applicable to carpet sold as second quality or used, or carpet sold at discontinued pricing or inventory sold as excess (discounted).

Improper installation

Improper installation can cause problems with your carpet. To ensure proper installation, your carpet should be installed in accordance with the Carpet and Rug Institute Installation Standard effective October 1, 2009. Consult your floor covering retailer for details. We are not responsible for any defects caused by improper installation. Examples are wrinkling due to insufficient stretch, loss of tufts due to improper seaming, and/or damage to the backing system.

Improper maintenance or inadequate care

Your carpet requires routine maintenance. Please follow the recommendations described in the Shaw “Carpet Care and Maintenance” booklet. We are not responsible for damage to your carpet or cushion caused by improper maintenance or inadequate care.

Accidents, abuse, or abnormal wear

Your Shaw warranties do not cover damage resulting from accidents or abuse such as staining, soiling, burning, flooding, cutting, and damage caused by pets. Staining from common household food and beverage substances is covered under the Shaw stain warranties or similar warranties from fiber or chemical manufacturers.

Problems with moisture

Your Shaw warranties do not cover problems caused by wetting or the persistence of excessive moisture. For immediate assistance, contact a certified water damage restoration 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 Shaw warranties do not cover changes in carpet color resulting from external causes, such as fading due to sunlight or spills of household chemicals and other non-food and non-beverage substances.

Differences from samples

Your Shaw warranties do not cover minor and normal differences between the color of the retail store sample and color of the actual carpet.

Replacement of discontinued carpet

If your carpet or cushion has been discontinued and replacement is necessary under the terms of your Shaw warranty, Shaw will offer a substitute carpet of comparable quality.

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 THESE WARRANTIES. By this we mean any loss, expense, or damage other than to the carpet itself that may result from a defect in the carpet.

Implied Warranties

NO IMPLIED WARRANTIES, INCLUDING WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, EXTEND BEYOND THE TERMS OF THE WRITTEN SHAW INDUSTRIES WARRANTIES. By implied warranties we mean ones that the law presumes to have been given by the seller even though they aren't 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 Shaw Industries' responsibilities.

How to Make a Claim

Shaw Warranty Service

If you think there is a defect in your carpet or cushion that is covered by one of the Shaw warranties, you must notify, in writing, the Shaw retailer who sold you the carpet or cushion. 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 retailer or do not receive satisfaction, write:

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

Other warranty service

If you have a claim against any other manufacturer who has an applicable warranty on a Shaw carpet, please contact them directly for information on filing a claim. Ask your Shaw retailer 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 Shaw 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.