



Where Great Floors Begin®

SHAW 5-STAR WARRANTY

Dear Homeowner:

Thank you for your purchase of a new Shaw carpet. You have chosen a product noted for quality and backed by the world's leading carpet manufacturer. Whether you selected a **3-, 4-, or 5-Star** product, your new carpet offers warranty coverage specific to its category.

Warranty Extensions

Your Shaw retailer should complete the following information and check the specific warranties that apply to your carpet.

Style Name _____

Style Number _____

Price per sq. ft. or yd. _____

Shaw Invoice # _____

Date _____

Date of Installation _____

Retailer

Name _____

Address _____

City _____ State _____

Telephone # _____

Salesperson: _____

Signature _____

Shaw ClearTouch™ Limited Lifetime Stain Warranty

Who is covered

This warranty protects you, the original purchaser, if you have purchased a Shaw Industries ClearTouch™ carpet covered under this warranty for your own residential use in an owner-occupied residence.

What is covered

Shaw Industries warrants that your ClearTouch carpet will remain stain resistant to most household food and beverage substances from the date of the original installation in an owner-occupied residence in a proper indoor installation for as long as you own your carpet. ClearTouch carpets are made of polyester, which is an inherently stain resistant fiber and are further treated with Shaw's R2x® Stain and Soil Resistance for enhanced protection.

Exclusions for Polyester

This Limited Residential Warranty specifically excludes stains from substances such as bleaches, caustic chemicals, insecticides, paints, shoe polish, lipstick, plant food, iodine, very strong dyes, acids, feces, oil-based substances, urine, and vomit.

What Shaw Industries will do if your carpet fails to perform

If your Shaw ClearTouch carpet shows signs of permanent staining from covered substances during the time you own it, Shaw Industries will arrange a credit equal to the cost of the carpet material plus reasonable labor. The credit will apply only to the affected area or room. The credit will be issued to your retailer as a percentage of the replacement cost of new carpet of the same or comparable quality. The credit will be good only toward the purchase of new Shaw Industries carpet. There will be no cash payment. The following prorated table will be used on valid claims by Shaw Industries Group, Inc.:

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

PLEASE NOTE: NO CARPET IS ABSOLUTELY STAIN PROOF. While your Shaw Industries carpet is inherently stain resistant, some staining may still occur, especially over time and in high-traffic areas. These carpets will enhance your ability to clean up stains, not prevent stains. Depending on the type of substance causing the stain, removal may require substantial repeated cleanings, and some stains may not be removable.

Shaw Industries may, at its sole option, elect to have the affected area of the carpet cleaned professionally.

Further exclusions

This Limited Residential Warranty also specifically excludes: any carpet which has been treated after installation with any silicone-based anti-soil treatments; any carpet in any nonresidential use; any carpet installed on stairs; any carpet subjected to abnormal abuse; any carpet exposed to very hot substances or other abusive conditions; damage due to the application of improper cleaning agents; deterioration in

appearance not related to staining of pile fibers. This warranty is voided if you fail to follow recommended carpet care and cleaning instructions described in the Shaw Industries booklet entitled "Carpet Care and Maintenance."

Treatment of the affected area should begin immediately upon discovery. The more time that elapses before treatment, the more difficult a stain will be to remove. Further assistance is available through the Shaw Industries Information Center, 1-800-441-7429.

Homeowner Obligations Under the Shaw ClearTouch Limited Lifetime Stain Warranty

What you must do

In order to maintain and protect your coverage under the terms of this warranty, 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, excluding pad and labor.
2. Install your carpet according to the guidelines outlined in the Carpet and Rug Institute Residential Installation Standard CRI-105, 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 cleaning by hot-water extraction (commonly called "steam" cleaning) by a professional cleaning service or do-it-yourself system, using equipment and cleaning products certified under the Carpet and Rug Institute's Seal of Approval program.

Visit www.carpet-rug.org for a listing of approved products.

NOTE: Effective January 1, 2008, professional service must be performed by an IICRC (Institute of Inspection, Cleaning and Restoration Certification) certified firm*. You may contact the IICRC at 1-800-835-4624 for information.

A bill, invoice, or statement showing cleaning service or do-it-yourself equipment rental) with descriptions will serve as proof. A minimum of one cleaning every two years is required. Depending on the level of traffic, family size, soil conditions adjacent to the home, and other circumstances, more frequent cleaning may be advisable. Please refer to the cleaning recommendations contained in the Shaw "Carpet Care and Maintenance" booklet.

*IICRC has two classifications of certification for carpet cleaning professionals. First is the Certified Technician, who is an individual who has been trained and passed an exam for certification. The other is the Certified Firm designation, which is a company which has a business license, carries liability insurance, workman's compensation insurance, and employs Certified Technicians. Shaw Industries feels that our customers are better served and protected by IICRC Certified Firms.

Although "steam" cleaning is a homeowner obligation, it is also a procedure that will keep your carpet looking its best and extend its useful life.

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. Use products in the Carpet and Rug Institute's Seal of Approval program which tests and certifies products that meet stringent standards and thus clean effectively, without damage to your carpet.

Limitations On Your Shaw Warranties

Non-transferability

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 Residential Installation Standard CRI-105. Consult your floor covering retailer of 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. Cleaning equipment and cleaning products should be certified in the Carpet and Rug Institute's Seal of Approval Programs. 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 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.

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. NOTE: Shaw recommends a pad with a maximum thickness of 7/16" and minimum 6-lb. density for optimum performance. Firmer, thinner pads generally perform better.

Problems with moisture

Your Shaw warranties do not cover problems caused by abnormal 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 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 FIVE-, SEVEN-, OR TEN-YEAR 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 that is covered by one of the Shaw warranties, you must notify, in writing, the Shaw retailer who sold you the carpet. 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.

MAINTENANCE LOG

Shaw recommends that you professionally steam clean your Shaw carpet a minimum of once every two years. (More frequent cleaning may be required for areas of the home that incur tracked-in soil and heavy foot traffic.)

INITIAL CLEANING – YEAR 2

Date Cleaned _____

Company _____

After-care, soil and stain retardant, if applicable _____

CLEANING – YEAR 4

Date Cleaned _____

Company _____

After-care, soil and stain retardant, if applicable _____

CLEANING – YEAR 6

Date Cleaned _____

Company _____

After-care, soil and stain retardant, if applicable _____
