



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 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 retailers 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.

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.

Warranty Claim

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

STAINMASTER®

XTRA LIFE CARPET

Always stylish. Always beautiful.®

Stainmaster® Xtra Life® Carpet

7-Year Limited Stain Resistance Warranty

Stainmaster warrants that for the term of your warranty the surface pile of your carpet will **resist most food and beverage stains** (except as noted below) occurring during normal residential use. Stainmaster will, at our sole option, repair the affected area of your carpet containing the covered stain, or if repair cannot reasonably be made, we will replace the affected area of your carpet.

No carpet is fully stain proof. Therefore, this warranty excludes stains from: 1-Non-food and non-beverage substances including but not limited to cosmetics, bleaches, inks, etc; 2-Food and beverages that contain strongly colored natural substantive dyes as found in, for example, but not limited to, mustard, curry powder, turmeric and herbal tea; 3-Substances which destroy or change the color of carpets such as dyes, food coloring, bleaches, acne medications, drain cleaners, plant food; 4-Pet or human stains such as vomit, urine, and feces.

- To qualify for coverage under this warranty, you must have had hot water extraction, performed by a trained, qualified carpet care professional at least every 24 months since the date of installation of your carpet. You must provide your receipts for proof of service. In addition, you must have tried cleaning the affected area of your carpet by using the cleaning method specified by Stainmaster®. If the affected area remains unsatisfactory after you have tried these cleaning procedures, then you must have the affected area of your carpet professionally cleaned at your expense. If the affected area still remains unsatisfactory after the professional cleaning, you must contact Stainmaster and provide Stainmaster with proof of the professional cleaning **within 30 days of the professional carpet cleaning.**
- Note that there can be some loss of stain resistance in high-traffic areas such as stairs. This warranty excludes any stains that may occur in those areas.
- This limited warranty also excludes color changes due to fading.

7-Year Limited Soil Resistance Warranty

Over time, any carpet may change color due to the accumulation of dry soil from foot traffic. Stainmaster warrants for the stated warranty period, subject to compliance with the recommended carpet care and cleaning procedures * your carpet will not have a noticeable color change (defined below) due to deposits of dry soil as a result of foot traffic from normal, indoor household use. Noticeable color change is defined as change greater than 3 using standardized rating scales. Excluded from this limited warranty are color changes from: grease, mud, asphalt, tar, paints, ink, rust, blood, cement, materials that permanently destroy dyes or alter colors (such as bleaches, acne medications, drain cleaners, and plant food) urine, feces, vomit, appearance or color changes due to burns, pets, tears, cuts, pulls, shading or pile reversal, fading, furniture depressions or athletic equipments. Following the carpet care and cleaning procedures* is essential to minimize color change from dry soil.

- To qualify for coverage under this warranty, you must have had hot water extraction, performed by a trained, qualified carpet care professional at least every 24 months since the date of installation of your carpet. You must provide your receipts for proof of service. In addition, you must have tried cleaning the affected area of your carpet by using the cleaning method specified by Stainmaster®. If the affected area remains unsatisfactory after you have tried these cleaning procedures, then you must have the affected area of your carpet professionally cleaned at your expense. If the affected area still remains unsatisfactory after the professional cleaning, you must contact Stainmaster and provide Stainmaster with proof of the professional cleaning **within 30 days of the professional carpet cleaning.** Note that there can be some loss of stain resistance in high-traffic areas such as stairs. This warranty excludes any stains that may occur in those areas.
- This limited warranty also excludes color changes due to fading.

10-Year Limited Texture Retention Warranty

Stainmaster warrants that during the warranty period the surface pile of the carpet, when installed over carpet cushion, will not, under normal residential use, exhibit a significant loss of carpet pile texture which results from the carpet tufts bursting, blooming, opening or losing their twist. Texture Retention is the ability of carpet tufts to retain their visible shape, and not burst, bloom, open or lose their twist, and is measured by using a international standardized rating scale ranging from 5.0 (new or no change) to 1.0 (severe change). Stainmaster Xtralife® carpet will maintain a texture rating of at least 3.0 as measured on the international standardized rating scale for the first five years after installation, and a texture rating of at least 2.5 for the remaining years of the warranty period. This warranty is limited to loss of texture from foot traffic, resulting in tufts bursting, opening or loss of twist which can not be corrected. Due to the nature of heavily concentrated traffic on stairs, this warranty specifically excludes stairs. When determining whether a "significant loss of carpet pile texture" has occurred the following shall apply:

- This limited warranty is limited to loss of texture from foot traffic, resulting in tufts bursting, blooming, opening or losing their twist which cannot be corrected. Due to the nature of heavily concentrated traffic on stairs, this warranty specifically excludes stairs.
- This warranty specifically excludes damage from such things as tears, pulls, cuts, pilling, burns, pets, furniture coasters, athletic equipment, vacuum marks or heavy wheeled devices. Changes in appearance caused by matting, crushing, soiling, shading or pile reversal, fading, or furniture depressions are also specifically excluded.
- If Stainmaster determines that your carpet's texture rating is below the minimum standards specified for the reasons described above, Stainmaster will, at its sole option, repair or replace the affected area of the carpet.
- Hot water extraction to refresh carpet texture, performed by a trained, qualified carpet care professional, is required at least every 24 months for coverage under this warranty. **Please keep your receipts for proof of service.**

10-Year Limited Abrasive Wear Warranty

Stainmaster warrants for the term of your warranty that your carpet (excluding stairs) will not lose more than 10% of its surface fiber due to abrasive wear. Stainmaster will repair any area of the carpet that does not perform as warranted. If repair can not be made, Stainmaster will replace your carpet.

- This warranty covers abrasive wear resulting in loss of fiber from the pile surface. Wear or damage from tears, pulls, cuts, pilling, shedding, matting, crushing, shading or pile reversal, burns, pets, improper cleaning, improper installation, or defective construction is specifically excluded. Damages caused by improper cleaning methods and materials are also excluded.
- Hot water extraction to refresh carpet texture, performed by a trained, qualified carpet care professional, is required at least every 24 months for coverage under this warranty. **Please keep your receipts for proof of service.**
- If Stainmaster determines that your carpet has incurred Fiber Loss from Abrasive Wear, Stainmaster will, at its sole option, repair or replace the affected area of the carpet.

Lifetime Anti-Static Limited Warranty

Stainmaster warrants, for the life of the carpet, that it will not generate static greater than 5.0 kilovolts (using AATCC Test Method 134-91). Most people are unaffected by static of that degree. Stainmaster will repair any area of the carpet that does not perform as warranted. If repair cannot be made, Stainmaster will replace your carpet.

***For Warranty Brochure/Registration or additional Care & Maintenance information log onto www.stainmaster.com or CALL 1-800-438-7668**