



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 R2X Limited 10 Year Stain and Soil Resistance Warranty

Shaw warrants that the surface pile of this Shaw carpet treated with R2X™ will remain stain resistant to most household food and beverage substances for ten years in an owner occupied residence in a proper indoor installation. This Limited Residential Warranty specifically excludes stains from substances such as hot beverages, bleaches (including acne medication) caustic chemicals, insecticides, paints, plant food, iodine, very strong dyes, acids, feces, urine, and vomit. Shaw further warrants that the surface pile of any Shaw carpet treated with R2X™ will resist soiling by most common household soil better than comparable untreated nylon carpet for 10 years in an owner occupied residence in a proper indoor installation. R2X™ minimizes the retention of common dirt normally associated with carpet soiling.

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 retailer's 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.

Shaw Warranty Claim

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



WEAR-DATED CARPET WARRANTY

Solutia warrants that it will repair or replace any portion of any approved Wear-Dated, Wear-Dated Freedom, or Wear-Dated II Carpet (collectively referred to as "Wear-Dated Carpet") (including cost of installation, but excluding cost of custom installation such as bordering, carving or insets) in an owner-occupied residence if the carpet fails to perform against normal wear, stain or soiling (as described below) for five years from the date of original installation. For installations after April 1, 1998, the stain and soiling warranty is extended to seven years.

Normal Wear. Solutia warrants that it will replace the carpet (as described above) if it fails to give five years NORMAL WEAR. The NORMAL WEAR warranty gives the consumer protection against excessive matting, excessive crushing, excessive loss of twist as measured by Solutia's program of performance standards and tough testing. In addition, a consumer can expect Wear-Dated Carpet to be fade resistant and static resistant. However, NORMAL WEAR does contemplate some appearance and surface texture change, especially in "high usage" areas, over the warranty period. Research has demonstrated that Wear-Dated Carpets constructed with greater density can be expected to perform better. Crushing caused by furniture, including impressions left by legs of furniture is not covered by this warranty.

Stain Resistance and Soiling. Wear-Dated Carpets are produced with specially engineered fibers and are treated with special state-of-the-art protectants designed to provide enhanced resistance to stains caused by artificial dyes found in many foods, beverages and pet foods and also provide enhanced soil removal and cleanability. Solutia warrants that these fiber properties and protectants will remain effective against these stains and also to provide enhanced soil removal and cleanability for the first 7 years after original installation. No carpet is absolutely "soil-proof" or "stain-proof!" This warranty specifically excludes stains resulting from improper maintenance or clean-up or caused by materials that permanently destroy dyes or alter color (such as bleaches, caustic chemicals, insecticides, paints, drain and toilet bowl cleaners, corn and callous removers, acne medications, plant food, iodine, very strong dyes, vomit, urine, feces, etc.)

Moreover, with use, any carpet will soil; and soiling will be more evident on lighter shades that require more care and maintenance than darker shades. Purchaser must provide adequate maintenance including professional cleaning at least every 24 months. Vacuuming is a necessary ingredient of maintenance but cannot be expected to remove all soil accumulation. Before a concern for inadequate stain or soil removal will be evaluated by Solutia, Inc., 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 Solutia, Inc. This invoice must be dated within 30 days of filing a warranty claim. See general conditions for other stipulations. Filtration, wick-up and resoiling after cleaning are excluded from coverage.

Shaw R2X Limited 10 Year Stain and Soil Resistance Warranty

Shaw warrants that the surface pile of this Shaw carpet treated with R2X™ will remain stain resistant to most household food and beverage substances for ten years in an owner occupied residence in a proper indoor installation. This Limited Residential Warranty specifically excludes stains from substances such as hot beverages, bleaches (including acne medication) caustic chemicals, insecticides, paints, plant food, iodine, very strong dyes, acids, feces, urine, and vomit. Shaw further warrants that the surface pile of any Shaw carpet treated with R2X™ will resist soiling by most common household soil better than comparable untreated nylon carpet for 10 years in an owner occupied residence in a proper indoor installation. R2X™ minimizes the retention of common dirt normally associated with carpet soiling.

Important. The above NORMAL WEAR, STAIN, and SOIL warranties specifically exclude any difficulties with the carpet caused by improper installation and exclude carpet that has been installed on stairs, put to commercial or non-owner use, subjected to abnormal use or conditions, or surface treated with in-home protective material other than those approved by Solutia Inc. In addition, specifically excluded is carpet that develops what is commonly referred to as permanent shading, pile reversal, pooling or watermarking.

Anti Static

Carpets made with Wear-Dated carpet fiber are manufactured in a way that resists the build up of static electricity that causes shock. Solutia Inc. warrants, for the life of the carpet, that the carpet will not generate static electricity greater than 5.0 kv when tested using the ATTCC Test Method 134. Solutia Inc. will repair or replace any area of the carpet that does not meet this standard.

Abrasive Wear

Solutia warrants that it will pay up to one half the wholesale cost of equivalent carpet necessary to replace the affected portion of carpet if the carpet loses more than 10% of its surface fiber due to ABRASIVE WEAR. This warranty gives the consumer protection against surface fiber loss in excess of 10% due to Abrasive Wear. Loss of tufts, yarn pulls, fiber loss due to normal shedding and fuzzing, fiber loss due to defective construction and fiber loss resulting from sunlight degradation are not covered by this warranty. This Abrasive Wear warranty is applicable for the first 10 years after original installation and coverage is limited to one –half of the wholesale cost of equivalent carpet necessary to replace the affected portion of the carpet.

ALWAYS FOLLOW MANUFACTURER'S CARE INSTRUCTIONS

General Conditions. To file a warranty claim, forward a legible sales slip that includes the retailer name and address, date of purchase, carpet manufacturer, style identification, a brief description of the problem, and at least 10 to 12 tufts of fiber from the affected area and a like number from an unaffected area or an unused remnant for comparison to address below. If the carpet is a 100% loop pile carpet, provide a remnant only – do not remove tufts from carpet itself.

NOTE: If Solutia Inc. elects to replace a carpet hereunder and identical carpet is not available at that time, Solutia Inc., may provide a replacement of equivalent value.

This warranty gives you specific legal rights and you may also have other rights that vary from state to state. This Warranty applies only to carpets sold in the continental United States, Alaska, Hawaii, Puerto Rico, and Canada.

Warranty Claim

Submit to **Solutia Inc.**, Wear-Dated Products Warranty Service, 3391 Town Point Drive, Suite 200, Kennesaw, GA 30144-9808 or **CALL 1-800-633-3208**

For Warranty Brochure or additional Care and Maintenance information log onto www.weardated.com or CALL 1-800-633-3208