

## Nexus<sup>®</sup> Modular Lifetime Warranty

IncStores extends certain warranties that cover products manufactured with Nexus<sup>®</sup> Modular backing. These warranties protect the original purchaser against performance deficiencies in specific categories. The length of time covered by each warranty listed below is for the useful life of the carpet, provided that (1) the carpet is installed using the full spread adhesive or TileTabs<sup>™</sup> method and (2) the carpet is maintained in accordance with the IncStores *Carpet Maintenance Guide*.

### Warranties

For carpet backed with Nexus<sup>®</sup> Modular, the following lifetime warranties apply:

**Tuft Bind** (edge ravel, yarn pulls, zippering): Under normal use carpet will not fail to perform due to insufficient tuft bind as evidenced by edge ravel, yarn pulls, or zippering.

**Delamination**: Under normal use, carpet will not fail to perform due to the delamination of the secondary backing. Although not required, IncStores strongly recommends chair pads under chairs with rolling casters to preserve appearance and to prevent accelerated wear.

**Dimensional Stability**: Under normal use and atmospheric conditions, Nexus<sup>®</sup> Modular is dimensionally stable and will not shrink, grow, cup, or dome.

Should our Nexus<sup>®</sup> Modular product fail to perform as warranted above, IncStores will resolve the deficiency at its discretion by one or more of the following methods at no charge for materials, freight, and labor: A) repair the affected area, B) replace the affected area with comparable product, or C) refund the full purchase price of the product in affected area. If carpet is to be replaced, areas must be cleared at the customer's expense of all equipment, furnishings, partitions, and similar materials that may have been placed over the carpet subsequent to completion of the original installation. In the event replacement is to be made for carpet that is not a current product manufactured by IncStores, replacement will be made with a comparable style from the current product line.

### Exclusions

This warranty does not cover any disfigurement or damage caused by the following factors or equipment:

1. Failure to use 5500 Series adhesive or appropriate TileTabs<sup>™</sup>. Adhesive must be applied at the recommended spread rate.
2. Unsatisfactory transit or improper storage.
3. Abnormal or improper use, such as athletic surfaces, outdoor installation, installation on stairs, or use other than a conventional floor covering.
4. Placing excessively heavy equipment on carpet.
5. Tears, burns, pulls, and cuts.
6. Improper cleaning agents, methods, or general soiling.
7. Failure to follow IncStores published installation guidelines or improper installation.
8. Athletic equipment such as roller blades, ski boots, or metallic spiked athletic shoes of any kind.
9. Accidental flooding and acts of God.

**NOTE:** Due to the visual characteristics of modular carpets – pattern repeats, pattern run-off, and seams may appear more noticeable than in broadloom carpets. Such visual characteristics do not constitute a manufacturing defect, and as such, should be considered when selecting modular carpet and its installation.