



## Care + Warranties

ANDERSON TUFTEX™

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# HARDWOOD CARE AND MAINTENANCE

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The quality hardwoods from Shaw Industries Inc. (Anderson Tuftex) represent what we stand for as a company – history, stability, legacy, craftsmanship and timeless beauty. Shaw Industries, Inc. (Anderson Tuftex) crafts our hardwoods so that you only need to make a flooring decision once, with no worries of regret. Our designs are brought to life by artisans who lovingly hand-scrape and stain each board, so we're confident that you found what you needed, no matter your style. We're also pretty sure you'll be patting yourself on the back for that decision for years to come.

## ENVIRONMENTAL COMMITMENT

Our ideal is to drive purposeful innovation in hardwood flooring with environmental and social responsibility in mind. We take great care when sourcing our materials, creating our products and bringing our vision to life so every plank is made in a way that positively impacts our future. We take steps to ensure our floors are in line with rigorous certification standards that build a better tomorrow.

### Certifications:

- Cradle To Cradle Certified™: Verifying safe, recyclable or reusable ingredients across material health, material reutilization, renewable energy, water stewardship and social fairness.
- GREENGUARD Certification: Ensuring products meet design specifications for indoor air quality.
- California Air Resource Board (CARB) Certification: To promote low carbon development for cleaner, breathable air.
- The Lacey Act: Our hardwood is sustainably sourced in compliance with US law to protect and conserve our world's forests.

## READ THIS ENTIRE BOOK CAREFULLY

This book contains the warranty and maintenance information, plus common sense warranty exclusions that you'll need to know to maintain your limited warranty.

## FLOOR CARE AND MAINTENANCE

Like any floor covering, our factory-finished wood floors will show signs of wear over time, depending on the size and lifestyle of your family. The following are examples of the reasonable and necessary maintenance you are expected to perform. This is not intended to be an exclusive list.

- Sweep or vacuum regularly since built-up grit can damage the surface of the wood. The vacuum head must be a brush or felt type. Be certain the wheels of

the vacuum are clean, and do not damage the finish.

**Do not use a vacuum with a beater bar head.**

- Remove spills promptly using a soft cloth and cleaning products recommended by Anderson Tuftex.
- **Never** wet-mop, damp-mop or clean your floor with water or other products. This can severely damage the flooring. Damage resulting from these actions will not be covered under warranty. Do not use hardwood floor cleaning machines or steam cleaners. See section on **Improper Maintenance**.
- Anderson Tuftex recommends the A/T Hard Surface Floor Cleaner with a terry cloth mop. (This cleaner can be purchased on [andersontuftex.com](http://andersontuftex.com) or through your local Anderson Tuftex retailer.) Always vacuum the floors prior to using the floor cleaner. Do not allow excess cleaner to remain on the floors surface as this may permanently damage the wood fiber.
- **Important:** Do not use oil soaps, liquid or paste wax products or other household cleaners that contain citrus oils, lemon oil, tung oil, silicon or ammonia since these warranties do not cover damage caused by non-recommended products. Use of these and other such products will harm the long-term performance of your floor and may also affect its recoatability.
- **Do not** use 2-in-1 cleaners with polish that may contain acrylics or urethane polish to restore gloss. Damage resulting from the use of these products will not be covered under warranty and may produce unsatisfactory results when not applied properly.
- Keep pets' nails trimmed and paws clean and free of dirt, gravel, grease, oil and stains.
- Place protective felt pads beneath furniture legs and feet to reduce scratches and dents. Replace pads as needed.
- Use a dolly and protective sheets of plywood when moving heavy objects, furniture or appliances.
- Make sure furniture casters are clean and operate properly (a minimum 1" wide vinyl surface where it comes in contact with wood is recommended). Clean wheels periodically to remove dirt and debris.
- Remove shoes with spiked or damaged heels before walking on the floor.
- Exposure to the sun and its UV rays accelerates the oxidation and aging of wood. This can cause the stain and/or wood to fade and/or to change color.

We recommend that you rearrange rugs and furniture periodically so the floor ages evenly. Exotic species such as Brazilian Cherry are more susceptible to color change during the aging process. These warranties do not cover damage from the sun and its UV rays.

- Use area rugs in high traffic areas and pivot points (e.g., stair landings, room entries, etc.), especially if you have a large family or indoor pets.
- Maintain the proper Relative Humidity in your home between 35% - 55%.

## RADIANT HEAT GUIDELINES



Selected Anderson Tuflex brand engineered products are approved over radiant heated subfloors provided that the floors are installed in strict accordance with the Anderson Tuflex installation guidelines pertaining to radiant heated subfloors.

The products approved for use over radiant heat **must** be designated as radiant heat approved with the radiant heat logo on the actual Anderson Tuflex sample board. Products without this logo are **not** recommended for use over radiant heat and are **not** warranted for this application.

The following guidelines must be applied throughout the life of the floor in order to reduce the effects of radiant heat on engineered wood floors. Even when these guidelines are followed, it is still possible that your flooring may experience some cracks (seasonal checking) on the surface, gapping between boards or delamination of boards. The approved engineered products can only be installed over radiant heated subfloors using the installation methods approved by Anderson Tuflex. The temperature and humidity levels described below must be maintained otherwise any damage resulting from such failure to maintain will not be covered under warranty. After the flooring is installed, slowly raise the temperature to the preferred comfort level (over at least 5 day time frame) beginning two days after installation or at the onset of colder weather conditions.

- The radiant heat system must be controlled, and the surface temperature of the flooring must never be allowed to exceed 82°F.
- The proper humidity level (35%-55%) must be maintained within your home at all times during the year. Use of a humidification system may be required to maintain proper humidity levels to avoid excessive drying of the wood flooring.
- Seasonal gapping should be expected.
- Surface checking can be expected if the humidity level is not properly maintained between 35-55% R.H. or if the floor's surface temperature exceeds 82°.



# HARDWOOD LIMITED RESIDENTIAL WARRANTIES

This Limited Warranty is provided by Anderson Tuftex and begins when the flooring is purchased. The flooring must be installed in accordance with the installation guidelines and specifications. The flooring must be maintained in accordance with the floor care and maintenance recommendations and such maintenance continues throughout the duration of the original installation. The Limited Warranty is further limited to original purchaser of the flooring. Warranty related claims apply to the original Anderson Tuftex invoice, or authorized Anderson Tuftex dealer invoice. Installation guidelines and specifications along with floor care recommendations can be obtained from your dealer. For additional contact information, please see below.

## LIMITED WARRANTIES

### Terms of Lifetime Limited Warranties:

- **Within One Year:** Claims on defects of this product as covered by this warranty that are reported in writing within one year of purchase, Anderson Tuftex will arrange a credit based on the original purchase of the product or replace the product. Reasonable labor costs are included.
- **Between Year One - Five:** Claims on defects of this product, as covered by this warranty, that are reported in writing after one year but within five years of purchase, Anderson Tuftex will arrange a credit based on the original purchase of the product or replace the product. Anderson Tuftex will pay 50% of reasonable labor costs.
- **Between Year Five - Ten:** Claims on defects of this product, as covered by this warranty, that are reported in writing after five years but within ten years of purchase, Anderson Tuftex will arrange a credit based on the original purchase of the product or replace the product. Labor costs are not included.
- **After Ten Years:** Claims on defects of this product, as covered by this warranty, that are reported in writing after ten years of purchase, Anderson Tuftex will provide the sufficient replacement amount of the product to repair the defective area of floor. Labor costs are not included.

## WHO IS COVERED UNDER THESE LIMITED WARRANTIES?

These limited warranties apply to you only if you: (1) are the original consumer purchaser of any Anderson Tuftex hardwood floor; (2) have paid in full for your hardwood floor, and (3) have purchased the hardwood floor for your own personal residential use and not for resale. These warranties **are not** transferable or assignable and they do not apply to nonresidential, rental or commercial

purchases/installations. If professionally installed, Anderson Tuftex will pay the reasonable labor costs to perform the replacement or repair during the first five (5) years from the date of the original purchase. In the event that the style installed in the home is no longer available, Anderson Tuftex will authorize your dealer to replace the affected floor with another style of equal value. The above described remedy is the purchaser's sole and exclusive remedy for claim under this limited warranty.

## LIMITED LIFETIME STRUCTURAL WARRANTY

Anderson Tuftex warrants all first quality engineered hardwood floors, in their manufactured condition, to be free from defect in material and workmanship including milling, assembly, dimension, and grading. Anderson Tuftex additionally warrants that these engineered hardwood floors, will not delaminate when properly installed and maintained according to Anderson Tuftex's installation and maintenance procedures. In the event that the plies should delaminate due to glue bond failure, Anderson Tuftex will, at our option, either: (1) repair the defective plank(s); (2) replace the defective plank(s).

## LIMITED LIFETIME WARRANTY FOR RESIDENTIAL FINISH WEAR

Our factory applied finishes make hardwood floor installations fast and easy. Every plank is ready to install right out of the carton. There is no need for sanding or staining. With our finish you gain the assurance of superior durability and wear ability. Anderson Tuftex will warrant under normal residential conditions and uses, and providing that Anderson Tuftex's maintenance guidelines are strictly followed, that the finish will not wear through or peel off of the hardwood flooring during the length of the warranty of the product you purchase. Consult your retail salesperson or the Anderson Tuftex Information Center 800.441.7429 if you have questions about the length of your warranty. In the event that the finish wears through or peels off of the hardwood flooring, Anderson Tuftex will, at our option, either: (1) replace the affected plank(s); (2) recoat the affected area. **Note** that this limited warranty extends only for defects that cover at least 10% of the surface area of the installed flooring. **Note: Gloss reduction, scratches and dents** in the finish are not considered surface wear and are not covered under this warranty. Please note that Maple, Pine and Birch floors require extra care. Maple and Birch are inherently smooth wood and will show scratches and dents more readily than Oak or Pecan. You should consider these factors when making your flooring selection.

**Special Note: Warranty limitations (applies to all warranties under which Anderson Tuftex is or may be obligated). Anderson Tuftex products are not warranted**

**against squeaking, popping or crackling. Some squeaking, popping, or crackling is possible.**

## WARRANTY EXCLUSIONS

Wood is a natural product containing natural variations in color, tone, and graining. Anderson Tuftex cannot warrant against natural variations in color or any other variations, such as mineral streaks, small knots, and grain variations from plank to plank. Nor can we warrant against natural variations or gloss level between samples/models and installed flooring. Any sample or model shown or used by your seller is for demonstrative purposes only, and such sample or model **does not** create a warranty of any kind that the goods you purchased shall conform thereto. Any warranties based on any such sample or models are specifically disclaimed.

- Damage to surrounding structure, walls, subfloor, fixtures, furniture, underlayment, moldings, trims, subfloor heating elements, or anything that is not the flooring product itself.
- Damage resulting from mold and mildew growth due to prolonged exposure to moisture.
- Flooring that is installed outdoors.
- This Limited Warranty excludes all casualty events involving water coming in contact with your floor and failures normally covered by homeowners insurance including, but not limited to, damages caused by flooding or standing water from leaky pipes, faucets, or household appliances. Also excluded are damages caused by flooding or standing water from hydrostatic pressure or other casualty events.

**Improper Installation:** The floor must be installed according to Anderson Tuftex's installation guidelines. Detailed installation instructions are included in cartons of Anderson Tuftex hardwood flooring. Damage caused by improper storage, handling, or installation methods is not covered by these warranties. Improper preparation of, or deficiencies in, the subfloor/floor joist assembly, including but not limited to excessive floor deflection, uneven or irregular subfloor surface (particularly at joints) or voids in the subfloor, are not covered under these warranties.

**Improper Care and Maintenance:** The floor must be maintained according to Anderson Tuftex's installation guidelines. Damage caused by improper maintenance is not covered by these warranties. Water damage resulting from improper installation or flooding caused by natural disaster, plumbing failures, etc... are not warranted. This limited warranty does not apply to moisture damage from any source, including, but not limited to: flooding, standing water allowed remaining on floor, appliance leaks, leaking plumbing, or any source of continuous, repetitive or long term water exposure. This limited warranty does not apply to damage caused by subfloor moisture. Any moisture or water coming from underneath the floor is not covered under warranty. Defects or failures of other manufacturers' products at the subfloor assembly, including but not limited to subfloor material, fasteners, patching compound,

adhesives, and other floor coverings are not covered by these limited warranties. Damage caused to your hardwood flooring by other manufacturers' products is not covered by this warranty. Other items not covered under the limited warranties include construction traffic, abuse to the surface of the flooring; use of non-recommended nailers, staplers, or adhesives; end gapping due to mastic memory or improper seating of planks during installation; squeaking, popping or crackling by any cause. (Popping sounds caused by depressions in the subfloor **are not** covered under these limited warranties.) Damage to the flooring such as dents, scratches, or dulling of the finish is **not** covered.

**Cabinets and other built-in appliances** should be installed **prior** to the installation of the hardwood flooring. They should **not** be installed on top of floating hardwood flooring. Pre-finished hardwood floors should be installed at the same time as carpets and **after** finishing the walls to prevent damage from paint, dry wall dust, wallpaper adhesives, and other materials.

**Improper Environment:** Anderson Tuftex are not warranted against damage caused by manmade or natural disasters, including but not limited to leaking or broken plumbing, landscape watering/irrigation, fire, flood, earthquake, insect infestation, or standing water during or after construction. Anderson Tuftex also does not warrant against: (1) moisture infiltration from side walls, through the subfloor or from any source; (2) normal wearing of the finish in high traffic areas, pivot points and seating areas; or (3) other extraordinary circumstances such as extreme low humidity (below 35% for an extended period of time). In extreme low humidity conditions (below 35%), planks may shrink and or exhibit surface checking until the humidity returns to a normal level.

**Seasonal Checking:** Cracks or checks in the surface of planks due to low humidity, excessively high humidity, or dramatic fluctuations in humidity are inherent in all wood products and may affect your floor's finish. Checking is not covered under these Limited Warranties. The use of a humidifier/dehumidifier may be necessary to maintain the proper humidity level between 35%-55%. Anderson Tuftex research and experience shows that some species such as Hickory or Pecan are more susceptible to this phenomenon than others and are not recommended in certain regions without the use of a humidification system.

**Recoating and Finish Alterations:** Alterations to the finish or non-factory applied finishes (finishes applied by the owner or installer), including but not limited to refinishing or recoating, are **not** part of the Limited Warranty for residential finish wear stated above and therefore are **not** warranted by Anderson Tuftex.

**Natural Sunlight:** The sun and its UV rays cause the aging of wood and therefore can cause the stain and/or wood to fade and/or change color. This includes any showroom sample/models; therefore, fading or discoloration due to exposure to sunlight and its UV rays are not covered by these warranties. Use draperies or shades to help block out most of the sun's harmful rays. Samples or models in the showroom may also fade, making an exact match to new

flooring impossible. Custom finishing and staining of interior millwork and/or cabinets should be done from the actual floor to be installed, not a showroom sample, if a color and/or gloss match is desired.

**Special Series, Cabin Grade, and Non Standard items** carry a One Year Limited Warranty for Residential Finish Wear only and engineered products carry a One Year Limited Structural Warranty when installed in a residential installation only. **Note:** All warranty exclusions, disclaimers, and limitations, including the available remedies, stated throughout this booklet apply to Special Series, Cabin Grade, or Nonstandard items.

## WARRANTY PROCESS

Product determined to have any possible defect by the person doing the installation should be returned to your dealer for inspection and possible replacement **prior to installation**. All questions of product quality are to be addressed prior to installation.

**What you should do if any of the above listed problems occur and you need warranty service:** During the warranty period, should you have any problems with your Anderson Tuflex floor, please contact the authorized Anderson Tuflex Hardwood Flooring dealer who sold the product within 30 days from the date the problem occurs. **Note** that these dealers are not authorized to make any decisions regarding warranty coverage or any remedies thereunder; they are merely the means through which you should report any problems to Anderson Tuflex. **Note also** that Anderson Tuflex must be given a reasonable opportunity to inspect the floor prior to the determination of any coverage or remedy issue, which should be no less than thirty (30) days after you report the problem. You (the original purchaser) should notify the authorized Anderson Tuflex Dealer and/or your sales representative and submit in writing, the following:

- **Proof of Purchase** - A valid proof of purchase in the form of a sales receipt or other documents, which establish proof of purchase.
- **Problem Description, Photos, & Samples** - A detailed description of the problem, a photograph and a sample that clearly shows the warranty problem. If possible, include a photo of the box label.

**To: [www.shawnow.com](http://www.shawnow.com) or Shaw Industries – Financial Services, P.O. Box 2128, Dalton, GA 30722.**

## ANDERSON TUFTEX'S CURATIVE ACTIONS/ REMEDIES

**The above terms and conditions of each limited warranty are the sole and exclusive remedies available for these warranties. If you are found to be entitled to coverage under any warranty, expressed or implied, in addition to those specifically listed above, and you can prove that Anderson Tuflex breached such warranty, then your sole and exclusive remedy for any proven breach is either at the option of Anderson Tuflex: (1) repair the defective plank(s); (2) replacement of the defective plank(s). If the**

**remedy Anderson Tuflex initially selects is found to fail in its essential purpose, then any further remedy to which you may be entitled is solely and exclusively limited to one of the remaining remedies (of the two options, described above in the limited warranties), which shall be chosen by Anderson Tuflex.**

## WARRANTY DISCLAIMERS

ANY WARRANTIES ARISING OUT OF THIS SALE IN ADDITION TO THE ABOVE LIMITED WARRANTIES, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED IN DURATION TO THE LIMITED WARRANTY FOR RESIDENTIAL FINISH WEAR DESCRIBED ABOVE. ANDERSON TUFTEX SHALL NOT BE LIABLE FOR LOSS OF USE OR ANY OTHER INCIDENTAL OR CONSEQUENTIAL COSTS, EXPENSES OR DAMAGES INCURRED BY THE PURCHASER OR BY ANY OTHER PERSON. THE REMEDIES AS DESCRIBED IN THESE WARRANTIES ARE THE SOLE AND EXCLUSIVE REMEDIES AVAILABLE TO YOU FOR ANY BREACH BY ANDERSON TUFTEX OF THE EXPRESSED AND IMPLIED WARRANTIES ARISING FROM THIS SALE. THESE WARRANTIES EXCLUDE CONSEQUENTIAL AND INCIDENTAL DAMAGES, INCLUDING BUT NOT LIMITED TO REMOVAL OR DAMAGE TO MOLDINGS, CABINETS, BUILT-IN APPLIANCES, CARPETING, DRYWALL, WALLPAPER, PAINT AND ALL RELOCATION COSTS ASSOCIATED WITH ANY REPAIR OR REPLACEMENT OF THE FLOORING. YOU UNDERSTAND AND AGREE THAT ALL INCIDENTAL AND CONSEQUENTIAL DAMAGES ARE SOLELY YOUR RESPONSIBILITY AND ARE EXCLUDED AS A POTENTIAL REMEDY FOR ANY BREACH BY ANDERSON TUFTEX OF THE EXPRESSED AND IMPLIED WARRANTIES ARISING FROM THIS SALE. SOME STATES DO NOT ALLOW LIMITATIONS ON THE AVAILABLE REMEDIES, OR THE LENGTH OF AN IMPLIED WARRANTY OR THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU. THESE WARRANTIES GIVE YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY HAVE OTHER RIGHTS THAT VARY FROM STATE TO STATE. UNLESS A STATEMENT MADE IN THIS DOCUMENT IS SPECIFICALLY IDENTIFIED AS A WARRANTY, ANY OTHER STATEMENTS MADE HEREIN, OR BY YOUR SELLER, ARE NOT WARRANTIES AND ARE NOT A PART OF THE BASIS OF THE BARGAIN FOR THE SALE OF THE HARDWOOD FLOORS. ANY AND ALL WARRANTIES, EXCEPT THOSE LIMITED WARRANTIES PROVIDED HEREIN, ARE SPECIFICALLY DISCLAIMED AND EXCLUDED. THIS AGREEMENT SHALL BE GOVERNED BY AND CONSTRUED IN ACCORDANCE WITH THE LAWS OF THE STATE OF GEORGIA AND ANY APPLICABLE FEDERAL LAWS OF THE UNITED STATES OF AMERICA. ANY ACTION BROUGHT SEEKING THE RESOLUTION OF ANY CONTROVERSY ARISING OUT OF OR RELATING TO ANY WARRANTIES REFERENCED HEREIN SHALL BE BROUGHT IN THE COURTS OF THE STATE OF GEORGIA OR IN THE UNITED STATES DISTRICT COURT FOR THE NORTHERN DISTRICT OF GEORGIA.

# HARDWOOD - 5 YEAR LIGHT COMMERCIAL LIMITED WARRANTY

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The following is the 5 Year Light Commercial Hardwood Limited Warranty, issued by Anderson Tuftex for specific styles sold for light commercial applications. This warranty begins when the flooring is purchased. It applies only to the original end-use purchaser and is not transferable. The flooring must be installed according to product specific installation guidelines, and must be maintained in accordance with the recommended floor care and maintenance guidelines.

Installation instructions, specifications, along with product care guidelines can be obtained from your dealer or Information Center. For additional contact information, please see below.

## WHAT THE WARRANTY COVERS

### Limited 5 Year Structural Warranty

Anderson Tuftex warrants all first quality engineered hardwood floors, in their manufactured condition, to be free from defects in material and workmanship including milling, assembly, dimension, and grading. Anderson Tuftex additionally warrants that these engineered hardwood floors, will not delaminate when properly installed and maintained according to Anderson Tuftex's installation and maintenance procedures.

### Limited 5 Year Warranty for Commercial Finish Wear

Our factory applied finishes make hardwood floor installations fast and easy. Every plank is ready to install right out of the carton. There is no need for sanding or staining. With our UV-cured finish you gain the assurance of superior durability and wear ability. Anderson Tuftex will warrant under normal commercial conditions and uses that the finish will not wear through or peel off of the hardwood flooring during the length of the warranty of the product you purchase. **Note** that this limited warranty extends only for defects that cover at least 10% of the surface area of the installed flooring. **Gloss reduction, fading, scratches and dents** in the finish are not considered surface wear and are not covered under this warranty. **Please note** that Maple, Pine and Birch floors require extra care. Maple and Birch are inherently smooth wood and will show scratches and dents more readily than Oak or Pecan. You should consider these factors when making your flooring selection.

## WHAT IF YOU NEED WARRANTY SERVICE

You (the original end use purchaser) should notify the authorized Anderson Tuftex Dealer and/or your sales representative and submit the following in writing:

- A valid proof of purchase in the form of a sales receipt or other documents which establish proof of purchase.
- A detailed description of the problem and/or a photograph/sample that clearly shows the warranty problem.

Send to [www.shawnow.com](http://www.shawnow.com) or Shaw Industries Financial Services, P.O. Box 2128, Dalton, GA 30722. Anderson Tuftex will designate a representative to inspect the carpet in question and evaluate the warranty claim.

## WHAT ANDERSON TUFTEX WILL DO

Should a defect covered under this warranty be found, the affected area will be repaired to conform to the warranty. If repair is not commercially practical, Anderson Tuftex may, at its sole option, replace the affected product or refund the proportional purchase price for the affected area. Anderson Tuftex will pay the reasonable costs for freight and labor. Any costs incurred for the moving of equipment, furnishings, partitions and the like, that were installed over the Anderson Tuftex commercial product will be at the consumer's expense.

## WHAT CONDITIONS APPLY

Wood is a natural product containing natural variations in color, tone, and graining. Anderson Tuftex cannot warrant against natural variations in color or any other variations, such as mineral streaks, small knots, and grain variations from plank to plank. Natural variations or gloss level between samples/models and installed flooring are excluded. Any sample or model shown or used by your seller is for demonstrative purposes only, and such sample or model does not create a warranty of any kind that the goods you purchased shall conform thereto. Any warranties based on any such sample or models are specifically disclaimed. **Gloss reduction or surface scratches** in the finish are not considered surface wear and are not covered under this warranty.

### **This limited warranty does not extend to or cover failure or damage resulting from the following:**

squeaking, popping or crackling, damage caused by heavy weights, high heels on shoes, or concentrated loads, scratches, stains, damage from abuse or negligence, damage from pet nails, damage from excessive dryness or heat, abrasive materials on shoes or under rolling loads, fire damage, fading due to excessive lighting or direct sunlight, insect damage,

damage from recoating or alterations to the finish, damage caused by water or moisture in the subfloor or underneath the flooring, including but not limited to damage from subfloor hydrostatic pressure or other conditions that result in water or moisture being under the floor, water damage resulting from improper installation, flooding caused by natural disaster, plumbing failures, etc., moisture damage by events beyond everyday spills, including, but not limited to standing water allowed remaining on floor, appliance leaks, leaking plumbing, or any source of continuous, repetitive or long term water exposure, areas exposed to excessive or continuous, repetitive or long term topical moisture. All wood based products are hygroscopic (they will react to moisture) and as a result will expand or contract accordingly. Anderson Tuflex floors are not warranted against staple or nail pullout from the subfloor.

**NOTE:**

THE WARRANTY IS NOT TRANSFERABLE. IT EXTENDS ONLY TO THE ORIGINAL END USE PURCHASER. ANDERSON TUFTEX DOES NOT GRANT TO ANY PERSON OR ENTITY THE AUTHORITY TO CREATE FOR IT ANY OBLIGATION OR LIABILITY IN CONNECTION WITH THIS PRODUCT. ANDERSON TUFTEX SHALL NOT BE LIABLE TO THE CONSUMER OR ANY OTHER PERSON OR ENTITY FOR ANY INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES, ARISING OUT OF BREACH OF THIS LIMITED WARRANTY OR ANY IMPLIED LIMITED WARRANTY (EXCLUDING MERCHANTABILITY).

ALL IMPLIED WARRANTIES, INCLUDING AN IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE HEREBY LIMITED TO THE DURATION OF THIS LIMITED WARRANTY. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF IMPLIED WARRANTIES OR THE LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO THE PURCHASER. THIS WARRANTY GIVES THE PURCHASER SPECIFIC LEGAL RIGHTS, SUCH RIGHTS MAY VARY FROM STATE TO STATE.



# CARPET CARE AND MAINTENANCE

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There are a million options for carpet out there that could catch your eye, but, chances are, you agree with us that less really is more. We cut through the sea of sameness and focus our efforts on carpets of the highest quality fibers and the most lasting design and color palettes, so that you can mix and match confidently. We make carpets that help you create spaces to kick off your shoes and feel at home.

## PREVENTION

Keep the dirt/soil out. Use walk-off mats at entrances and other areas to keep outside dirt and moisture from being tracked onto the carpet. Clean mats frequently. Keep your sidewalks and entrances free of excessive dirt.

## VACUUM FREQUENTLY

The best way to reduce dirt accumulation and prolong the life of your carpet is to vacuum, vacuum, vacuum! Most dirt, even dust, is in the form of hard particles. When left in the carpet, these gritty, sharp particles abrade the pile as effectively as sandpaper. How frequently should you vacuum? That depends on the amount of foot traffic and household soil to which your carpet is exposed. More use means more frequent vacuuming. Anderson Tuftex recommends a vacuum cleaner with a rotating brush or “brush/beater bar” to agitate the pile and mechanically loosen soil particles. The exception to this is for shag styled products with longer yarns which might tend to wrap around a rotating brush. For these styles we recommend a suction-only vacuum. **Also, be aware that some vacuums have overly aggressive action which may damage the surface of your carpet. An inexpensive, less efficient vacuum can remove surface dirt but will not effectively remove the hidden particles embedded in the pile.**

For most Anderson Tuftex carpets, make sure your vacuum is certified through the Carpet and Rug Institute (CRI) Seal of Approval/Green Label Vacuum Cleaner Program. Visit [www.carpet-rug.org](http://www.carpet-rug.org) for details and listings.

## SPOTS AND SPILLS

Prompt attention to spots and spills is essential. Some spilled materials will stain or discolor carpet if not removed promptly. Other spills can leave a sticky residue that may result in increased soiling if not removed.

**No carpet is stain proof, although many are stain resistant, which allows time for removal.**

### Scrape

Remove as much of food spills as possible by scraping gently with a spoon or dull knife.

### Absorb

Absorb wet spills as quickly as possible by blotting repeatedly with white paper or cloth towels.

### Blot

Always blot; never rub or scrub abrasively, as a fuzzy area may result. When blotting, work from the outer edge in toward the center of the spot to avoid spreading the spill.

### Rinse

Always follow up with water to remove detergent residue that may become sticky and cause rapid resoiling.

### Weight

Remove remaining moisture by placing several layers of white towels over the spot and weigh them down with a heavy object that will not transfer color, such as a plastic jug of water.

## SPOT REMOVAL

Anderson Tuftex's Carpet Stain & Soil Remover is recommended for all types of spot cleaning and is available from your floor covering retailer or through [www.andersontuftex.com](http://www.andersontuftex.com). It is approved under the Carpet and Rug Institute's (CRI) Seal of Approval certification. Additional cleaning products in the CRI certification program are listed at [www.carpet-rug.org](http://www.carpet-rug.org). Do not use any household cleaners other than those listed in this program. Many household products contain chemicals that may permanently damage your carpet.

If one of the recommended products is not readily available you may use the guidelines below:

## CLEANING SOLUTIONS

### Detergent

Mix 1/4 teaspoon clear, hand dish-washing detergent with 1 cup warm, not hot, water. Use a clear, non-bleach liquid dishwashing detergent such as Dawn, Joy or Clear Ivory.

### Hydrogen Peroxide/Ammonia

Mix 1/2 cup hydrogen peroxide (3% solution available in drug stores) with one teaspoon undiluted, unscented, clear (non-sudsy) household ammonia. Use within two hours of mixing.

### Vinegar

1 part white vinegar to 1 part water

### Ammonia

One tablespoon to one cup water

**Solvent**

Liquid, non-oily, non-caustic type sold for spot removal from garments. Use products for grease, oil and tar removal such as Carbona and Afta. Do not apply directly to carpet to prevent carpet damage. (See Procedure A on this page).

**STAIN REMOVAL PROCEDURES**

The following chart lists the most common household stains and the procedure used to remove them. If using more than one procedure, allow to dry in-between.

Stain	Procedure	Stain	Procedure
Beer	B	Ink-India, Marking Pen	A, M
Berries	M	Kool-Aid	M
Blood	M	Lemonade	M
Butter	A	Makeup	A, B
Candle Wax	O, A	Mayonnaise	B
Candy (sugar)	B	Mercurochrome	M
Catsup	M	Merthiolate	M
Chewing Gum	G, A	Milk	B
Chocolate	B	Mixed Drinks (liquors)	M
Chalk	P	Mud (dried)	P, B
Coffee	M	Mustard	M
Cooking Oil	A, B	Nail Polish	L
Crayon	A, B	Paint-Latex	B
Dirt or Clay	P, B	Paint-Oil	A
Dyes (Blue, Black, etc.)	M	Pet Food	M
Excrement	B	Shoe Polish	A, M
Fruit Juice/Drinks	M	Soft Drinks	M
Furniture Polish	A	Tar	A
Grease-Food	A, B	Tea	M
Grease-Auto	A	Urine	D, M
Glue-White	B	Vomit	B, M
Glue-Hobby	A, L	Wine	B, M
Ice Cream	B	Unknown	A, B
Ink-Ball Point Pen	A		

Please reference your specific warranty for covered stains. The stain removal procedures recommended on the following page are provided to assist in maintaining your carpet and reflect the best information available.

**Remember, no carpet is stain proof.**

**Warning:** Certain products found in most homes can cause irreparable damage to your carpet. Bleaches, tile cleaners, mildew removers, oven cleaners, drain openers, pesticides and some plant foods can have strong chemicals which

discolor or dissolve carpet fibers. Acne medications containing benzoyl peroxide, a very powerful bleach, are capable of permanently damaging your carpet and most other fabrics as well.

**STAIN REMOVAL PROCEDURES**

**Reminder:** Always follow up with water to remove detergent residue that may become sticky and cause rapid resoiling.

**Procedure A**

Apply solvent to dry towel/cloth. Blot, don't rub. Repeat application as above. Blot, don't rub. Follow with Procedure B.

**Procedure B**

Scrape or blot up excess spill. Apply detergent (see "Cleaning Solutions"), use damp towel. Blot, don't rub. Apply water with damp towel. Blot; finish with weighted pad of towels.

**Procedure D**

Scrape or blot up excess spill. Apply detergent (see "Cleaning Solutions"), use damp towel. Blot, don't rub. Apply ammonia (see "Cleaning Solutions"), use damp towel. Blot, don't rub. Apply white vinegar (undiluted), only after stain is removed. Apply water rinse with a damp towel. Blot; finish with weighted pad of towels.

**Procedure G**

Scrape or blot up excess spill. Freeze with ice cubes. Shatter with blunt object such as back of spoon. Remove chips before they melt.

**Procedure L**

Apply solvent remover (non-oily acetone type) to a white cotton towel and apply to spill. Do not saturate carpet. Pick up softened material using a clean, white paper towel, push toward center of the spot (to avoid spreading material). Repeat above, soften and carefully remove a layer of the material each time. Haste may spread the stain and/or damage the carpet. Follow with Procedure B.

**Procedure M**

Apply detergent solution (see "Cleaning Solutions") to white towel, leave 3-5 minutes. Blot, don't rub. If stain is removed, finish with a water rinse, then blot, then apply a pad of weighted paper towels. If stain is not removed, continue as follows: Apply hydrogen peroxide solution (see "Cleaning Solutions"), let stand 2-3 hours under a weighted sheet of plastic wrap. Repeat application of hydrogen peroxide and allow to dry until removal is complete. Apply white vinegar only after stain is removed. Apply water with damp towel. Blot and dry with weighted pad of paper towels.

**Procedure O**

Scrape off excess material. Cover with white cotton towel or brown paper. Lightly apply warm iron to towel or paper until material is absorbed. Be sure towel is large enough to cover the stained area. Never touch the iron directly onto the carpet, as the fiber may melt! Change towel or rotate same towel to a clean area and repeat until all material is absorbed.

**Procedure P**

Vacuum as much as possible. Loosen remaining material by tapping with a scrub brush or toothbrush. Tap with brush, do not scrub. Vacuum again. Follow with procedure "B".

**Clean Most Frequently Used Areas More Often**

The most frequently used areas of your carpet — entrances, doorways, traffic lanes, seating areas, etc. will collect dirt much faster than other areas. By cleaning these areas when they first show signs of soiling you can prevent the dirt from spreading to the rest of the carpeted areas of the house.

**PROFESSIONAL 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.

Anderson Tuftex recommends only hot water extraction (also called "steam cleaning"), 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](http://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.

Anderson Tuftex recommends that professional service be performed by a certified firm. Locate a professional cleaner through the International Cleaning & Restoration Association by calling 1.888.617.3266, ext 302. 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 ([www.carpet-rug.org](http://www.carpet-rug.org)).

**NOMINAL CHANGES IN CARPET APPEARANCE****Shading/Vacuum Cleaner Marks**

Shading is normal in luxurious, cut pile carpet constructions, such as velvets or saxonomies. This visual effect is a result of light reflecting differently from the tips of the carpet tufts versus the sides of the tufts. It is an aesthetic quality built into the carpet design and not considered a defect.

**Seams**

Reputable carpet stores use qualified installers who know how to minimize the appearance of seams. Seams may be slightly more apparent with a loop pile carpet than with a cut pile carpet.

**Footprints**

Most deep, cut pile carpets will show shoe or foot impressions. If you find this objectionable, a low pile carpet with a denser construction can help minimize this condition. Textured saxonomies and frieze constructions are ideal for minimizing the appearance of footprints.

**Indentations**

Shift the location of furniture from time to time. Brush the dented area or use a grooming tool or fork to gently loosen or stand the crushed tufts upward. Holding a steam iron several inches above the carpet surface, steam the indented area lightly and brush the tufts upward with your fingertips. Do not let the iron touch the carpet!

**Tip Bloom**

Over time, day-to-day foot-traffic can cause the tips of cut pile carpet tufts to untwist and splay open, or "bloom". This is a normal occurrence. Look for carpet styles with dense pile and tightly twisted tufts to minimize the likelihood of excessive tip bloom.

**Crushing**

Crushing is the compression of the carpet tufts. Heavy foot traffic and furniture indentations can crush the surface pile of the carpet. Use a vacuum with a beater bar unit and/or your fingers to lift and groom the pile. It may take several days for the pile to "recover" or fill in. To minimize crushing, select a dense, low pile carpet construction with tightly twisted tufts.

**Matting**

Matting is the physical entanglement of the fibers on the surface of the carpet. Many factors can contribute to matting. For example, tip bloom, foreign (abrasive) material, residue from spills or unrinsed carpet shampoos can result in fiber entanglement and matting. Runners or walk-off mats can rub the surface pile of your carpet and promote untwisting of the tufts and also accelerate "matting." Proper maintenance is the key to reducing matting problems. Remember to vacuum regularly!

# CARPET LIMITED WARRANTIES

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## ANDERSON TUFTEX 30-DAY CUSTOMER SATISFACTION GUARANTEE

Anderson Tuftex warrants that we will replace any of its Anso<sup>®</sup> Caress<sup>™</sup> nylon and Anso<sup>®</sup> nylon carpet styles under this guarantee within 30 days of the date of installation if you are not completely satisfied. The replacement will be of an Anderson Tuftex carpet of comparable value but must be of a different style or color. If you request a carpet of greater value, you may pay the difference in price; however, there will be no monetary payment by Anderson Tuftex if you choose a carpet of lesser value. All charges involved in replacing your carpet, including labor, will be your responsibility.

Your Anderson Tuftex 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 an Anderson Tuftex dealer. Prior to replacement, a claim report must be completed and submitted to Anderson Tuftex.

Claims under this guarantee will not be considered for carpet sold as second quality, irregular, used or mill end.

Replacement under the 30-Day Customer Satisfaction Guarantee is limited to one replacement per original carpet purchase.

## ANSO<sup>®</sup> NYLON RESIDENTIAL LIMITED WARRANTIES

The following details the Residential Limited Warranties issued by Anderson Tuftex for all Anso<sup>®</sup> nylon residential carpets, including Anso<sup>®</sup> Caress<sup>™</sup> by Anderson Tuftex styles featuring Anso<sup>®</sup> Caress<sup>™</sup> nylon.

### Who is covered

These warranties protect you, the original purchaser, if you have purchased an Anderson Tuftex carpet made from Anso<sup>®</sup> nylon for your own residential use in an owner-occupied residence. These warranties are transferable providing both parties can supply proof of purchase and proof of proper maintenance.

**What this Residential Limited Warranty covers - Subject to Anderson Tuftex General Warranty Terms and Conditions, the following outlines the warranty coverage of your Anso<sup>®</sup> nylon Residential Limited Warranties. All Anso<sup>®</sup> nylon warranties are non-prorated and include reasonable labor for installation.**

## Limited Lifetime Stain Warranty

Anderson Tuftex warrants that your Anso<sup>®</sup> nylon 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. Anso<sup>®</sup> nylon carpets are treated with Shaw's R2X<sup>®</sup> Stain and Soil Resistance for enhanced protection. This warranty coverage runs from the date your carpet is installed for as long as you own it.

### Exclusions

This Limited Lifetime Stain 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 and vomit.

## Limited Lifetime Pet Urine Stain Warranty

Anderson Tuftex warrants that your Anso<sup>®</sup> nylon carpet will resist staining caused by pet urine stains. Stain resistance means the ability of your carpet pile to resist (i.e., minimize or withstand) permanent stains for as long as you own your carpet.

### Exclusions

This warranty excludes any urine stain other than pet. Pet feces and vomit are excluded. Odor resulting from the covered pet urine stain is excluded. Wicking may occur requiring the pet urine area to be cleaned more than once. If above-mentioned stains are saturated and result in wicking, these stains will release with additional re-cleaning. Wicking is defined as a reappearance of previously cleaned stains due to liquid remaining in carpet backing or padding.

Cleaning of the affected area should begin immediately upon discovery. The more time that elapses before removal, the more difficult a stain will be to remove.

**Please note: No carpet is absolutely stain proof. While your Anderson Tuftex 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.**

**Anderson Tuftex may, at its sole option, elect to have the affected area of the carpet cleaned professionally.**

### Limited Lifetime Soil Warranty

Anderson Tuftex warrants that Anso® nylon carpets will resist soiling by most common household soil. If you properly maintain your carpet, soil will clean up more thoroughly, and less residue will remain on your carpet. This warranty coverage runs from the date your carpet is installed for as long as you own it.

Soil resistance means the ability of your carpet to resist (i.e. minimize or withstand) retention of the common dry dirt normally associated with carpet. Keep in mind, light-colored carpets will show soiling more than darker colors and will require more frequent maintenance to retain their appearance.

**These warranties also specifically exclude: any carpet which has been treated after installation with any silicone-based anti-soil treatments; any carpet in any nonresidential use; 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. Failure to follow recommended carpet care and cleaning instructions described in this booklet may result in damage to your carpet that will not be covered by your warranty.**

**Cleaning of the affected area should begin immediately upon discovery. The more time that elapses before removal, the more difficult a stain will be to remove.**

### Limited 20-Year Texture Retention Warranty

Anderson Tuftex warrants that this carpet will not exhibit significant twist loss or loss of texture from foot traffic for a period of twenty (20) years when used in an owner-occupied residence in a proper indoor installation. Proper installation requires use of a suitable pad meeting FHA/ HUD requirements, following the Carpet & Rug Institute Residential Installation Standard CRI-105. (Note: Anderson Tuftex recommends a pad with a maximum thickness of 1/2" for optimum performance.) Consult your retailer for details.

#### Exclusions

Carpet installed outdoors or in areas subject to other than ordinary shoe traffic is excluded from this warranty. Crushing caused by furniture, including impressions left by legs of furniture, is not covered by this warranty.

**Anso® Caress by Anderson Tuftex carpet installed on stairs is excluded from this warranty.**

**(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.)

### Limited 20-Year Abrasive Wear Warranty

Anderson Tuftex warrants that the surface pile of your Anso® nylon carpet will not abrasively wear away by more than 10% in any area of the carpet for a period of twenty (20) years when used in an owner-occupied residence in a proper indoor installation. Proper installation requires use of a suitable pad meeting FHA/ HUD requirements, following the Carpet & Rug Institute Residential Installation Standard CRI-105. (Note: Anderson Tuftex recommends a pad with a maximum thickness of 1/2" for optimum performance.) Consult your retailer for details. Abrasive wear means fiber loss and not changes in appearance such as crushing or matting.

#### Exclusions

Carpet installed outdoors or in areas subject to other than ordinary shoe traffic is excluded from this warranty. Crushing caused by furniture, including impressions left by legs of furniture, is not covered by this warranty.

**Anso® Caress by Anderson Tuftex carpet installed on stairs is excluded from this warranty.**

### Limited 20-Year Quality Assurance Warranty

This warranty covers manufacturing defects that could occur in any Anderson Tuftex Anso® nylon carpet for a period of twenty (20) years when used in an owner-occupied residence in a proper indoor installation. 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 & 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 physical entanglement of the fibers on the surface of the carpet. Crushing is defined as the loss of pile thickness due to foot traffic. Crushing caused by furniture, including impressions left by legs of furniture, is not covered by this warranty.

Anderson Tuftex 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.

### Limited 20-Year SoftBac® Platinum Warranty

Anderson Tuftex warrants that your SoftBac® Platinum carpet will remain free of wrinkles after installation for a period of twenty (20) years.

Carpet must be correctly installed in a proper indoor installation following the Carpet & Rug Institute Residential Installation Standard CRI-105. Consult your retailer for details.

#### Exclusions

Matting and crushing, or any change in appearance retention, are excluded from this warranty. For the purpose of this warranty, matting is defined as the physical entanglement of the fibers on the surface of the carpet. Crushing is defined as the loss of pile thickness due to foot traffic. Crushing caused by furniture, including impressions left by legs of furniture, is not covered by this warranty.

**Please Note:** This warranty does not apply to direct-glue installations. Although direct-glue installation of residential carpet is a CRI-approved installation method, carpets will not perform as well without padding. For this reason, texture retention warranties are based on the carpet being installed over a proper pad and become compromised when the carpet is directly glued to the subfloor. Wear, defect and stain warranties are not affected by the lack of pad and therefore are not compromised.

### WARRANTIES APPLICABLE TO OTHER ANDERSON TUFTEX CARPETS

The following details the Residential Limited Warranties issued by Anderson Tuftex for all other Anderson Tuftex residential carpets. These warranties apply to purchases of Anderson Tuftex carpets made on or after January 1, 2010.

#### Who is covered

These warranties protect you, the original purchaser, if you have purchased an Anderson Tuftex carpet for your own residential use in an owner-occupied residence.

#### What this Residential Limited Warranty covers

Subject to Anderson Tuftex's General Warranty Terms and Conditions, the following outlines the warranty coverage of your Residential Limited Warranties. Both of these Anderson Tuftex warranties are pro-rated in accordance with the schedule on page 18. Both of these warranties exclude coverage for carpet installed on stairs.

#### Limited 10-Year Stain and Soil Warranty

Anderson Tuftex warrants that the surface pile of your Anderson Tuftex carpet under this warranty will remain stain resistant to most household food and beverage substances for ten (10) years in an owner-occupied residence in a proper indoor installation. This Limited Residential Warranty specifically excludes stains from substances such as bleaches (including acne medication), caustic chemicals, insecticides, paints, plant food, iodine, very strong dyes, acids, feces, urine and vomit.

Anderson Tuftex further warrants that the surface pile of your carpet will resist soiling by most common household soil for ten (10) years in an owner-occupied residence in a proper indoor installation. Proper maintenance and regular vacuuming will reduce soiling, and less residue will remain in the carpet. Note that light-colored carpets will show soiling more readily than darker colors and require more frequent maintenance to keep them looking their best.

#### Exclusions

This limited 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 and vomit.

**Please note: No carpet is absolutely stain proof. While your Anderson Tuftex 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. Anderson Tuftex may, at its sole option, elect to have the affected area of the carpet cleaned professionally.**

#### Limited 10-Year Quality Assurance Warranty

This warranty covers manufacturing defects that could occur in any Anderson Tuftex carpet for a period of ten (10) years when used in an owner-occupied residence in a proper indoor installation. 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 & 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 physical entanglement of the fibers on the surface of the carpet. Crushing is defined as the loss of pile thickness due to foot traffic. Crushing caused by furniture, including impressions left by legs of furniture, is not covered by this warranty.

Anderson Tuftex 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.

### Limited 10-Year SoftBac® Platinum Warranty

Anderson Tuftex warrants that your SoftBac® Platinum carpet will remain free of wrinkles after installation for a period of ten (10) years.

Carpet must be correctly installed in a proper indoor installation following the Carpet & Rug Institute Residential Installation Standard CRI-105. Consult your retailer for details.

#### Exclusions

Matting and crushing, or any change in appearance retention, are excluded from this warranty. For the purpose of this warranty, matting is defined as the physical entanglement of the fibers on the surface of the carpet. Crushing is defined as the loss of pile thickness due to foot traffic. Crushing caused by furniture, including impressions left by legs of furniture, is not covered by this warranty.

**Please Note:** This warranty does not apply to direct-glue installations. Although direct-glue installation of residential carpet is a CRI-approved installation method, carpets will not perform as well without padding. For this reason, texture retention warranties are based on the carpet being installed over a proper pad and become compromised when the carpet is directly glued to the subfloor. Wear, defect and stain warranties are not affected by the lack of pad and therefore are not compromised.

### ANDERSON TUFTEX GENERAL WARRANTY TERMS AND CONDITIONS

The following outlines the general warranty terms and conditions applicable to all Anderson Tuftex warranties. Once a product has been installed, such product is deemed accepted by buyer and no warranty shall apply for color, characteristics, cut, fit or appearance-related claims.

#### Limitations on Your Anderson Tuftex Warranties

##### Non-transferability

These Anderson Tuftex warranties are extended only to the original purchaser and are not transferable.

**Note:** Does not apply to Anso® nylon carpets.

##### 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 & Rug Institute Residential Installation Standard CRI-105. 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 this booklet. We are not responsible for damage to your carpet caused by improper maintenance or inadequate care.

##### Accidents, abuse or abnormal wear

Your Anderson Tuftex 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 Anderson Tuftex stain warranties.

##### 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:** Anderson Tuftex recommends a pad with a thickness of 1/2" or less and minimum 6-lb. density for optimum performance. Firmer, thinner pads generally perform better.

##### Problems with moisture

Your Anderson Tuftex warranties do not cover problems caused by wetting, flooding or the persistence of excessive moisture. For immediate assistance, contact a certified water damage restoration specialist. The International Cleaning and Restoration Association maintains a registry of trained, certified specialists: call 1.888.617.3266, ext. 302.

##### Changes in carpet color

Your Anderson Tuftex 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 Anderson Tuftex 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 Anderson Tuftex warranty, Anderson Tuftex 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 TERMS OF THE WRITTEN ANDERSON TUFTEX 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 ANDERSON TUFTEX.

**HOMEOWNER OBLIGATIONS UNDER THE ANDERSON TUFTEX WARRANTIES**

In order to maintain and protect your coverage under the terms of your Anderson Tuftex warranties, you must do the following:

1. Keep proof of purchase in the form of a bill, invoice or statement from your Anderson Tuftex 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 & Rug Institute Residential Installation Standard CRI-105.

**Professional 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. (See page 12 for more information.)

**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. Visit [www.carpet-rug.org](http://www.carpet-rug.org) for a list of acceptable products.

**How to file a claim and what Anderson Tuftex/Shaw Industries will do if you need warranty service:****Anso® nylon carpets**

If your Anderson Tuftex Anso® nylon carpet does not perform according to our warranties, Anderson Tuftex will repair or replace affected areas of your carpet that do not perform according to the respective warranty with comparable carpet made with Anso nylon. Anderson Tuftex 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 (e.g., 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.

**Labor charges**

During the first year of coverage under these other warranties, Anderson Tuftex/Shaw Industries, Inc., will arrange for a credit to your retailer for reasonable labor charges to repair or replace defective areas.

**Please note:** Anderson Tuftex reserves the right to repair the defective area in question if restoration is practical. In such cases, repair will be effected in lieu of carpet replacement, at the sole discretion of Anderson Tuftex.

Anderson Tuftex 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.

**OTHER WARRANTY SERVICE**

If you have a claim against any other manufacturer who has an applicable warranty on an Anderson Tuftex carpet, please contact them directly for information on filing a claim. Ask your Anderson Tuftex retailer for any other warranty statement that may apply to your Anderson Tuftex carpet when you make your purchase.

The Shaw Industries Information Center provides information about proper installation and maintenance of your Anderson Tuftex carpet. Much of this information is included in this booklet. If you have other questions, please feel free to write or call us.

If you think that there is a defect in your carpet that is covered by one of the Anderson Tuftex warranties, you must notify the Anderson Tuftex retailer who sold you the carpet. Your retailer will be able to file the claim with Shaw Industries for you. If you are unable to contact your retailer

or do not receive satisfaction, write: **Shaw Industries, Financial Services, P.O. Box 2128 Mail Drop 026-04, Dalton, GA 30722-2128**

Be sure to include a full description of the problem, photos if available, proof of purchase showing the price paid for the carpet excluding pad and labor and proof of periodic cleaning by hot water extraction.

**How to contact the Shaw Industries Information Center: 1.800.441.7429 or [www.shawfloors.com/customer-care/contact-us](http://www.shawfloors.com/customer-care/contact-us).**

**PRORATION SCHEDULE FOR OTHER LIMITED 10-YEAR WARRANTIES FOR ANDERSON TUFTEX CARPETS**

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

1st Year	100%	6th Year	90%
2nd Year	100%	7th Year	80%
3rd Year	100%	8th Year	70%
4th Year	100%	9th Year	60%
5th Year	100%	10th Year	50%

**ANDERSON TUFTEX LOOP PRODUCTS**

Anderson Tuftex loop constructions are developed to withstand snags, wear and traffic starting with the yarns, higher twist levels and heatset lock-in resiliency. The carpets are then finished with commercial carpet manufacturing techniques which creates products that are built to last. Performance is engineered into these products.

**The Anderson Tuftex 10 Year Loop Warranty: Tuft Bind/Zippering/Edge Ravel**

Anderson Tuftex warrants that, under normal use, carpet coated with our standard performance backing systems (ClassicBac® or SoftBac®) will provide superior tuft bind properties. Anderson Tuftex carpets are guaranteed not to edge ravel or “zipper” for up to 10 years. Seams and edges must be properly sealed based on our installation guidelines.

**Note:** The warranty is not transferable. It extends only to the original retail purchaser. Anderson Tuftex does not grant to any person or entity the authority to create for it any obligation or liability in connection with this product.

ANDERSON TUFTEX SHALL NOT BE LIABLE TO THE CONSUMER OR ANY OTHER PERSON OR ENTITY FOR

ANY INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES, ARISING OUT OF BREACH OF THIS LIMITED WARRANTY OR ANY IMPLIED LIMITED WARRANTY (EXCLUDING MERCHANTABILITY).

ALL IMPLIED WARRANTIES, INCLUDING AN IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE HEREBY LIMITED TO THE DURATION OF THIS LIMITED WARRANTY. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF IMPLIED WARRANTIES OR THE LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO THE PURCHASER. THIS WARRANTY GIVES THE PURCHASER SPECIFIC LEGAL RIGHTS, SUCH RIGHTS MAY VARY FROM STATE TO STATE.



# STAINMASTER® CARPET LIMITED WARRANTIES

To see which limited warranty applies to the carpet you purchased, first determine in which column your STAINMASTER® carpet belongs. Then read down the chart for the warranty coverage and duration.

Throughout this brochure, INVISTA defines lifetime coverage as the life of the carpet. Lifetime limited warranty coverage begins on the date of purchase and continues for the life of the carpet. Other limited warranty coverage begins on the date of purchase and continues for the stated period of time.

WARRANTIED AGAINST:	STAINMASTER®	STAINMASTER® 	STAINMASTER® Essentials
<b>Food &amp; Beverage Stains<sup>1</sup></b>	Lifetime	Lifetime	Lifetime
<b>Pets<sup>2</sup></b>	Lifetime – Urine stains only	Lifetime – Urine, vomit, feces stains only	Lifetime – Urine stains only
<b>Soil Resistance<sup>1</sup></b>	Lifetime	Lifetime	Lifetime
<b>Anti-Static<sup>1</sup></b>	Lifetime	Lifetime	Lifetime
<b>Texture Retention<sup>3</sup></b>	20 years (or 23 years with qualifying cushion)	20 years (or 23 years with qualifying cushion)	10 years (or 13 years with qualifying cushion)
<b>Abrasive Wear<sup>3</sup></b>	20 years (or 23 years with qualifying cushion)	20 years (or 23 years with qualifying cushion)	10 years (or 13 years with qualifying cushion)
<b>Fade Resistance<sup>1</sup></b>	Not covered	25 years	Not covered
<b>Stairs</b>	Not covered	Not covered	Not covered

Applies to purchases on or after January 1, 2019. Warranties include labor. Labor is defined as the cost to remove and dispose of your existing STAINMASTER® carpet and install your replacement STAINMASTER® carpet. See page 20 for labor details. **To qualify for coverage under all limited warranties outlined in this warranty brochure, you must have had a hot water extraction cleaning performed by a trained, qualified carpet care professional, at least as frequently as every 18 months since the date of your carpet purchase. Failing to do so will void your warranty coverage.**

Footnotes:

<sup>1</sup> Labor and carpet costs are prorated. See page 23 for proration details.

<sup>2</sup> Limited to stains caused by pets.

<sup>3</sup> Extend your Texture Retention and Abrasive Wear Warranties by purchasing and installing a qualifying carpet cushion with a breathable moisture barrier.

In the U.S., carpet must be installed over cushion which meets the HUD UM 72a, Class 1 standards. (See page 22 for details)

Warranty details are available online at [stainmaster.com/warranty](http://stainmaster.com/warranty) or by calling 1.800.438.7668

## CONTACT INFORMATION

Thank you for choosing STAINMASTER® carpet. Get started on the right foot with your carpet by registering your warranty online at [www.stainmaster.com/warranty](http://www.stainmaster.com/warranty) or via phone 1.800.438.7668. Warranty registration is recommended but not required to activate your warranty coverage.

For warranty service or special assistance for carpet care and cleaning, contact us online at [www.stainmaster.com/customer-care-support](http://www.stainmaster.com/customer-care-support), by email at [STAINMASTER@invista.com](mailto:STAINMASTER@invista.com) or call our Consumer Care group at 1.800.438.7668. Business hours are 8AM to 5PM EST, Monday through Friday.

## CARE AND CLEANING OBLIGATIONS

To maintain your warranty coverage you must do the following:

- **To qualify for coverage under all limited warranties outlined in this warranty brochure, you must have had a hot water extraction cleaning performed by a trained, qualified carpet care professional, at least as frequently as every 18 months from the date of your carpet purchase. Failing to do so will void your warranty coverage. Please note that personal or rental carpet cleaning machines are not equivalent to a professional carpet cleaning.**
- Clean stains or soiled areas promptly. If the problem remains after do-it-yourself cleaning, then have your carpet professionally cleaned (at your expense; these maintenance costs will not be reimbursed).
- If the problem still remains after professional cleaning, contact the Consumer Care group at 1.800.438.7668 **within 30 days of the professional cleaning.**

To learn more about carpet care or to get cleaning tips on specific stains, please visit [www.stainmaster.com/carpet/care/stain-removal](http://www.stainmaster.com/carpet/care/stain-removal). Try using our STAINMASTER® carpet care products to clean and protect your carpet.\* Learn more at [www.stainmaster.com/cleaners](http://www.stainmaster.com/cleaners).

\*Use of this product does not change the STAINMASTER® carpet limited warranty requirements.

## FILING A CLAIM

If you have a problem with your carpet and believe it is covered by one or more of the limited warranties outlined in this warranty brochure, you must file a claim by contacting our Consumer Care group at 1.800.438.7668. When you call, you will be asked to provide the following:

- An explanation of the carpet issue and what caused it.
- The location of the carpet issue, and in what other rooms the carpet is currently installed.
- When and where the carpet was purchased, including the retailer's telephone number
- The carpet style name and style number
- Square yards purchased
- Date(s) and proof of professional cleaning(s)<sup>1</sup>

**If the problem is determined to be covered by one of the limited warranties, you will be asked to provide the original sales receipt or other documentation acceptable to INVISTA which shows proof of purchase and installation of a STAINMASTER® carpet and of carpet cushion which meets the requirements noted under the Texture Retention Limited Warranty.** The documentation must include the STAINMASTER® carpet name and style information.

**You must also provide INVISTA with all related professional cleaning receipts (showing service dates), if required.** Please note that INVISTA will not reimburse you for your costs of professional cleaning.

We may also request a small piece (6"x 6") remnant of carpet and cushion.

## GENERAL TERMS AND CONDITIONS

- Only first quality carpet (not seconds or irregulars) which meets INVISTA's construction and performance specifications can earn the name STAINMASTER® carpet and be covered under these limited warranties.
- These limited warranties apply to all STAINMASTER® carpet products purchased on or after January 1, 2019, and installed in owner-occupied residences and to carpet purchased by the tenant in a rental dwelling. Timeshare dwellings, motor homes (RVs), rental properties and houseboats are specifically excluded. If the carpet is removed from the home, these limited warranties will be deemed null and void.
- Warranties will be extended to the longer period stated if a quality carpet cushion with a breathable moisture barrier, such as STAINMASTER® carpet cushion, is purchased and installed at the same time as the STAINMASTER® carpet. See the chart on page 19 for duration. (Ask retailer for details.)
- Labor costs and carpet costs are prorated to the lifetime limited warranties. See page 23 for details.
- **All warranty coverage is transferable to subsequent owner-occupiers only in owner-occupied residences.** The original homeowner must contact our Consumer Care group to provide copies of receipts documenting the carpet purchase, proof of home ownership transfer and proof that the carpet has had a professional hot water extraction cleaning at least once every 18 months since the original carpet purchase date. This documentation must be provided within sixty (60) days of the home sale. INVISTA will then provide the new homeowner with a written authorization transferring the warranty coverage.
- These limited warranties exclude carpet which has been put into commercial use. "Commercial use" includes, but is not limited to: use in a store, office or other place of business.
- **These limited warranties also exclude abnormal use or conditions, any type of abuse, vandalism, extreme pet conditions or damage by smoke, fire, storm, flood, hurricane, wind, lightning, any other natural disaster or any act of God.** INVISTA does not ensure or warrant that our products will improve health or allergy related conditions. "Abnormal use or conditions" includes, but is not limited to: water damage from plumbing, storm or flood, damage from smoke or fire, damage from improper cleaning methods or materials and from improper maintenance. These warranties do not cover problems caused by wetting or persistence of that excessive moisture. "Abuse" is any use of the carpet is unreasonable considering the normal and expected uses of a carpet in a residence.
- These limited warranties exclude damage resulting in tears, pulls, cuts, pilling, shredding, burns, bearding, washboarding, cornrowing, fuzzing, matting, crushing, shading, fading or pile reversal. Improper installation or defective construction are also excluded. Damage caused by pets such as lingering odors, color change caused by pet vomit or feces, carpet loop or tuft snags and pulls, or damage from extreme moisture are excluded.
- If INVISTA determines that your claim is covered under one or more of the limited warranties, INVISTA will, at its sole option, determine to repair the affected area of your carpet, or, if repair cannot reasonably be made, INVISTA will determine to replace the affected area of carpet.
- **Cash refunds will not be offered.**

## REPLACEMENT OF WALL-TO-WALL CARPET

For all brands of wall-to-wall STAINMASTER® carpet, any repair or replacement under these limited warranties will be made by INVISTA and will be limited to the affected area of the carpet (and adjacent areas extending to the nearest wall, doorway or entrance). If replacement is necessary, the limited warranty covers the removal and disposal of the original carpet and the cost and installation of the comparable replacement STAINMASTER® carpet. Any other labor charges, costs for moving furniture, equipment or baseboards, costs associated with new

carpet cushion, or other charges are your responsibility and will not be paid by INVISTA.

- Bound rugs are not covered.
- If INVISTA replaces your STAINMASTER® carpet under any of these limited warranties, the remaining portion of the Warranty Period will be based on your original purchase date.
- If the identical carpet is not available, a STAINMASTER® carpet of comparable quality and value must be selected. Comparability in carpet specifications is determined by INVISTA. If a less expensive carpet is chosen, the difference will not be refunded or applied to the claim to cover padding or furniture moving. If you choose to upgrade your carpet, the additional cost associated with the upgrade is your responsibility.
- **Cash refunds will not be offered.**
- You must reasonably cooperate with INVISTA in its efforts to perform its obligations under these limited warranties.

## THE FOLLOWING APPLIES TO ALL OF THE LIMITED WARRANTIES INCLUDED IN THIS BOOKLET

LIMITATIONS: YOUR SOLE AND EXCLUSIVE REMEDY UNDER THIS LIMITED WARRANTY SHALL EQUAL THE COST OF REPLACEMENT PRODUCT FOR THE PORTION OF THE CARPET THAT DOES NOT CONFORM TO THE WARRANTY AND LABOR COSTS FOR SUCH REPAIR, AS PROVIDED HEREIN. INVISTA SHALL NOT BE LIABLE FOR INCIDENTAL, CONSEQUENTIAL, SPECIAL, PUNITIVE DAMAGES OR EXPENSES OR FOR LOST OR PROSPECTIVE PROFITS ARISING OUT OF THE PURCHASE OR USE OF THE STAINMASTER® CARPET PRODUCTS OR RESULTING FROM THE BREACH OF THIS LIMITED WARRANTY. IN NO EVENT SHALL INVISTA'S CUMULATIVE LIABILITY EXCEED THE COST OF REPLACEMENT PRODUCT FOR THE PORTION OF THE CARPET THAT DOES NOT CONFORM TO THE WARRANTY AND LABOR COSTS FOR SUCH REPAIR. THERE ARE NO WARRANTIES WHICH EXTEND BEYOND THE DESCRIPTION ON THE FACE OF THIS WARRANTY. TO THE EXTENT PERMITTED BY LAW, ALL OTHER WARRANTIES, WHETHER EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE EXCLUDED.

**STATE AND PROVINCE RIGHTS:** THIS LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE OR PROVINCE TO PROVINCE. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU. ALSO, SOME PROVINCES

DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

## DISPUTE RESOLUTION PROVISION

INVISTA and You agree that any controversy or claim arising out of or relating to the purchase, installation or use of INVISTA STAINMASTER® carpet products, including any claim for breach of warranty (a "Dispute"), may be settled only by BINDING ARBITRATION or in a small claims court, if the Dispute is within the jurisdiction of the small claims court and there will be NO JURY TRIAL. INVISTA and You agree that the American Arbitration Association (AAA) shall administer any arbitration in accordance with its Commercial Arbitration Rules and its Consumer-Related Dispute Supplementary Procedures and incorporated fee schedule, and judgment on the award rendered by the arbitrator may be entered in any court having jurisdiction thereof. The parties intend that the Dispute will be settled in individual (bi-lateral) and not class arbitration, do not consent to the incorporation of the AAA Supplementary Rules for Class Arbitration into the rules governing arbitration under this Dispute Resolution Procedure, and hereby waive any right to arbitrate a Dispute through representative or class arbitration. The parties intend that the arbitrator decide all issues of substantive arbitrability, including his/her own jurisdiction.

**Law Governing Arbitration Provision:** The Dispute Resolution Provision above establishing the arbitration process is governed by the Federal Arbitration Act (FAA), 9 U.S.C. §§ 1-16.

### Information on the AAA and Arbitration Filing

**Requirements and Fees:** The website for the AAA may be accessed at [www.adr.org](http://www.adr.org). The AAA Commercial Arbitration Rules may be accessed at <https://www.adr.org/sites/default/files/Commercial%20Rules.pdf>. The Consumer-Related Dispute Supplementary Procedures with its incorporated fee schedule may be accessed at <https://www.adr.org/sites/default/files/Consumer%20Rules.pdf>. For more information on AAA arbitration, contact: American Arbitration Association, Case Filing Services, 1101 Laurel Oak Road, Suite 100, Voorhees, NJ 08043. Toll Free number: 877.495.4185. Fax number: 877.304.8457. Email: [casefiling@adr.org](mailto:casefiling@adr.org).

**WAIVER OF JURY TRIAL:** INVISTA AND YOU UNCONDITIONALLY WAIVE ANY RIGHT TO TRIAL BY JURY IN ANY ACTION, PROCEEDING OR COUNTERCLAIM ARISING OUT OF OR RELATING TO ANY DISPUTE ARISING UNDER THIS AGREEMENT. IF FOR ANY REASON A CLAIM PROCEEDS IN COURT RATHER THAN THROUGH ARBITRATION, INVISTA AND YOU AGREE THAT THERE WILL NOT BE A JURY TRIAL. YOU UNDERSTAND THAT BY THIS AGREEMENT YOU ARE WAIVING THE RIGHT TO HAVE ANY DISPUTE HEARD AND RESOLVED IN COURT BY A JURY.

## LIFETIME STAIN RESISTANCE LIMITED WARRANTY (Pet urine; food and beverage)

For the Warranty Period stated, the surface pile of your STAINMASTER® carpet will resist food, beverage and pet urine stains (caused by pets) that occur during normal residential use (“covered stains”) subject to your compliance with the carpet care and cleaning obligations (including professional cleaning shown on page 19), INVISTA will, at its sole option, repair the affected area of your carpet containing the covered stain. If a repair cannot reasonably be made, INVISTA will replace the affected area of your carpet.

**No carpet is fully stain proof.** Therefore, INVISTA does not extend warranty coverage to any of the substances or causes of damage identified below (“non-covered stains”). The following are examples of non-covered stains excluded from this limited warranty:

- Non-food and non-beverage stains caused by substances, including, but not limited to, cosmetics, bleaches, medications, inks, vomit, blood or feces, etc. (See lifetime pet vomit and feces limited warranty section.)
- Stains caused by substances that destroy or change the color of the carpet, including, for example, but not limited to, stains caused by dyes (such as clothing or food coloring), bleaches, acne medications, drain cleaners and plant food.
- Color changes due to fading.
- These warranties do not cover the reappearance of previously cleaned stains (“wicking”). Wicking occurs when stains that have been concealed in the carpet backing or cushion reappear during additional re-cleaning.

## PET VOMIT AND FECES LIFETIME LIMITED WARRANTY for STAINMASTER® PetProtect® carpet styles

INVISTA warrants that with proper care and maintenance (including professional cleaning), your STAINMASTER® PetProtect® carpet will not be permanently stained from exposure to pet vomit and feces. This warranty coverage applies to indoor carpet installations only.

- If INVISTA determines that your carpet is stained, INVISTA will, at its sole option, repair or replace the affected area of your carpet and will handle such claims per the Terms and Conditions.
- Damage caused by pets such as lingering odors, carpet loop or tuft snags and pulls, or damage from extreme moisture are excluded.

## LIFETIME SOIL RESISTANCE LIMITED WARRANTY

Over time any carpet may change color due to the accumulation of dry soil from foot traffic. INVISTA warrants that for the stated Warranty Period, subject to your compliance with the recommended carpet care and cleaning procedures, your carpet will not have a “noticeable color change” due to deposits of dry soil as a result of foot traffic from normal, indoor household use.

- If, after following the recommended carpet care and cleaning procedures (including professional cleaning) shown on page 19 INVISTA determines that the noticeable color change is covered under this limited warranty, INVISTA will, at its option, repair the affected area of your carpet. If repair cannot reasonably be made, we will replace the affected area of your carpet.

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, matting, crushing, appearance or color changes due to burns, pets, tears, cuts, pulls, shading or pile reversal, snags, fading, furniture depressions or athletic equipment.

## LIFETIME ANTI-STATIC LIMITED WARRANTY

For the expected life of your carpet, it will not generate static greater than 5.0 kilovolts (using AATCC<sup>2</sup> Test Method 134). If INVISTA determines that your carpet does not meet this anti-static limited warranty, INVISTA will repair your carpet. If a repair cannot be reasonably made, INVISTA will replace the affected area.

## TEXTURE RETENTION LIMITED WARRANTY

During the applicable Warranty Period, the surface pile of your carpet when installed over carpet cushion meeting the standards described below will not, under normal residential use, show a significant loss of carpet pile texture from the carpet tufts bursting, blooming, opening or losing their twist.

- Texture retention is defined as the ability of carpet tufts to retain their visible shape and not burst, bloom, open or lose their twist.
- This warranty is limited to loss of texture from foot traffic, resulting in tufts bursting, blooming, opening or losing their twist which cannot be corrected.
- If INVISTA determines that your carpet’s texture rating is below the minimum standards for the reasons described above, INVISTA will, at its sole option, repair or replace the affected area of the carpet.

- In the U.S., carpet must be installed over cushion which meets the HUD UM 72a, Class 1 standards. This certification sets minimum standards for carpet cushion for density (lbs./ft<sup>3</sup>), thickness (in.), weight (oz./sq.yd.), and other physical characteristics which determine performance.

This limited warranty specifically excludes damage from pets or such things as tears, pulls, cuts, pilling, burns, furniture coasters, athletic equipment, snags, vacuum marks or heavy wheeled devices. Changes in appearance caused by matting, crushing, soiling, shading or pile reversal, bearding, washboarding, cornrowing, fading, delamination and rippling, buckling or furniture depressions are also specifically excluded.

**ABRASIVE WEAR LIMITED WARRANTY**

During the applicable Warranty Period, your carpet will not incur Fiber Loss from Abrasive Wear (as hereinafter defined) by more than 10% in any area. “Fiber Loss from Abrasive Wear” is defined as actual loss of fiber, due to abrasion, from the surface pile of the carpet. If INVISTA determines that your carpet has incurred Fiber Loss from Abrasive Wear, INVISTA will, at its option, repair or replace the affected areas of your carpet.

**FADE RESISTANCE LIMITED WARRANTY for STAINMASTER® PetProtect® carpet styles**

INVISTA warrants that, with proper care and maintenance, your STAINMASTER® PetProtect® carpet styles will not fade from exposure to sunlight or atmospheric contaminants (Ozone or Oxides of Nitrogen). This warranty coverage applies to indoor carpet installations only.

- If INVISTA determines that the noticeable color change due to sunlight or atmospheric contaminants exceeds minimum standards using the AATCC<sup>2</sup> Gray Scale, INVISTA will, at its sole option, repair or replace the affected area of your carpet and will handle such claims per the Terms and Conditions.

The following are some examples of exclusions from this limited fade resistance warranty:

- Changes in carpet color due to air purifiers, photocopiers or other electronic equipment that emit significant amounts of ozone.
- Changes in carpet color resulting from external causes, such as spills of household chemicals, improper cleaning and other nonfood and non-beverage substances.
- Gradual fading over time from pesticides, cleaning agents, benzoyl peroxide and other household items.

- Noticeable color change due to accumulation of dry soil as a result of foot traffic from normal, indoor household use.

**PRORATION SCHEDULE FOR ALL STAINMASTER® CARPET LIMITED WARRANTIES**

See page 19 to determine which limited warranties apply to the STAINMASTER® carpet you purchased.

Labor costs and carpet costs are prorated. Labor costs are removal and disposal of your original STAINMASTER® carpet and installation of the replacement STAINMASTER® carpet.

Proration Year	Lifetime Stain, Soil and Fade Pet Stains & Labor Warranties
Year 1 - 7	100%
Year 8	90%
Year 9	90%
Year 10	90%
Year 11	80%
Year 12	70%
Year 13	60%
Year 14	50%
Year 15	40%
Year 16	30%
Year 17	25%
Year 18	20%
Year 19	15%
Year 20 and beyond	10%

<sup>1</sup>An invoice or other documentation signed by the vendor is required.

<sup>2</sup> American Association of Textile Chemists and Colorists, Research Triangle Park, NC (“AATCC”).

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