



FLOORIGAMI™

Warranty

RESIDENTIAL MODULAR TILE LIMITED WARRANTY PROGRAM



warranty

This Limited Warranty is provided by Shaw Industries, Inc. (Shaw) and begins when the flooring is purchased. Floorigami is a selling brand of Shaw Industries, Inc. This Five (5) Year Residential Limited Warranty begins when the carpeting is purchased.

This warranty covers manufacturing defects that could occur in any Shaw carpet for a period of five (5) years when used in an owner-occupied residence in a proper indoor installation. By manufacturing defect we mean any defect in material or workmanship.

Flooring must be installed properly and according to Shaw's installation instructions and must be maintained in accordance with Shaw's maintenance instructions.

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.

Shaw will not provide credit for labor charges for appearance-related manufacturing defects that should have been detected before or during installation, such as missing tufts, dye spots, tears, loose backing, etc.

What Shaw 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, Shaw may, at its sole option, replace the affected carpet or refund the proportional purchase price for the affected area. Shaw 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 Shaw product will be at the consumer's expense.

What Conditions Apply?

The carpet must be installed in accordance with Shaw installation guidelines and specifications. The carpet must be maintained in accordance with Shaw maintenance (carpet care) recommendations and such maintenance (carpet care) continues throughout the duration of the original installation. Installation guidelines and specifications along with carpet care recommendations can be found at Floorigami.com. For additional contact information, please see the bottom of this page.

This Warranty is further limited to the period of time the carpet is owned and maintained by the original end-use purchaser. The basis of any warranty related claim is the original Shaw invoice or authorized Shaw retailer invoice.

This warranty does not cover the following:

- Carpet installed on stairs or in areas subject to abnormal foot-traffic.
- Damage from flooding or excessive moisture from existing moisture issues or alkalinity related issues.
- Burns, fading, matting, pills, pulls, odor, soiling, staining, tears or damage due to improper installation or due to improper cleaning agents or methods.

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For best results, ambient temperatures should remain above 50°F and the ambient humidity should not fall below 40%RH.

How to File a Claim

If you think that there is a defect in your flooring that is covered by this Shaw warranty, you must notify the Shaw retailer who sold you the flooring. Your retailer will be able to file the claim with Shaw 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 30722-0040**

www.shawnow.com

Be sure to include a full description of the problem, photos if available, proof of purchase showing the price paid for the flooring.

The Shaw Information Center provides information about proper installation and maintenance of your Shaw flooring. If you have other questions, please feel free to write or call us.

HOW TO CONTACT THE SHAW INFORMATION CENTER

1.800.441.7429 or www.shawfloors.com/customer-care/contact-us

IMPLIED WARRANTIES

Please note - The warranty is not transferable. It extends only to the original end-use purchaser. Shaw does not grant to any person or entity the authority to create for it any obligation or liability in connection with this product. Shaw 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.