

Pet Perfect® Promise**PET PERFECT® 20 YEAR RESIDENTIAL BROADLOOM LIMITED WARRANTY**

Shaw Industries, Inc. (“Company” and “Shaw”) provides this Limited Residential Warranty for the Company’s Pet Perfect® residential broadloom carpet. This Warranty applies only if the Pet Perfect residential broadloom carpet is used for its intended purpose.

The Warranty applies to the original end-use purchaser who purchased the Company’s Pet Perfect residential carpet for residential use in an owner-occupied residence. This Warranty is transferable only if both parties can supply proof of purchase. The basis of any warranty-related claim is the original Company invoice or the authorized dealer’s invoice. Damage resulting from a failure to follow the Company’s installation and carpet care and maintenance guidelines will not be covered under this Warranty. Installation guidelines, specifications, and product care recommendations can be obtained from your dealer or the Company website.

WHAT THE WARRANTY COVERS**Under normal use during the warranty period, the Warranty covers the following:**

- **Limited Lifetime All Pet Stains** – The carpet will resist stains caused by domestic pet urine, feces and vomit.
- **Limited Lifetime Stain** – The surface pile of the carpet will resist stains from most household food and beverages.
- **Limited Lifetime Soiling** – The surface pile of the carpet will resist soiling by common household soil.
- **20 Year Delamination, Tuft bind, Edge Ravel** – Carpet will be free of manufacturing defects such as delamination, tuft bind, zipping or edge ravel.
- **20 Year Bleach and Fade Resist** – Carpet will not display a significant change in color due to exposure to bleach, light or atmospheric contaminants.
- **20 Year Texture Retention** – Carpet will not exhibit significant change in appearance due to excessive pile crushing or matting from normal foot traffic.
- **20 Year Abrasion** – Carpet will not lose more than 10% of the pile face fiber, by weight.

Pet Perfect® 30-DAY CUSTOMER SATISFACTION GUARANTEE: Under this guarantee, the Company warrants that we will replace your carpet that is covered by this Limited Warranty within thirty (30) days of the date of installation if you are not completely satisfied. The replacement will be a Pet Perfect® 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, the Company will not reimburse the monetary difference if you choose a carpet of lesser value. All installation-related charges involved in replacing your carpet, including labor, will be your responsibility and are specifically excluded from this 30-day Customer Satisfaction Guarantee.

To qualify for this guarantee, your Pet Perfect® carpet must not have been improperly installed, abused, or damaged. Installation must be in an owner-occupied residence; commercial use is excluded. Claims must be personally inspected by a Company Authorized dealer. Claims under this guarantee will not be considered for carpet sold as second quality, irregular, used, or mill end. Replacement under this 30-Day Customer Satisfaction Guarantee is limited to one replacement per original carpet purchase.

WHAT CONDITIONS APPLY?

- Installation must be in an owner-occupied residence; commercial use is excluded.
- Carpet must have been correctly installed in a proper indoor installation following the Company’s installation guidelines using a suitable pad that meets FHA/HUD requirements. Note: The Company recommends a pad with a maximum thickness of 1/2” for optimum performance. Consult your retailer for details.
- Any moisture-related testing (i.e., Calcium Chloride, % Relative Humidity, and pH) is not the responsibility of the Company and all issues related to moisture, including any product-related issues, are excluded from this Warranty.
- The Company 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.
- Carpet must be cleaned according to the Company’s Carpet Care and Maintenance Guide.
- Carpet must be professionally cleaned every 18 months. You must show proof of cleanings in the form of a bill, invoice, or statement of cleaning services.
- Replacement carpet will come only from then current running-line products comparable to the warranted product.

This Warranty does not cover the following:

- Damage or stains from substances such as caustic or acidic chemicals, insecticides, paints, shoe polish, lipstick, plant food, iodine, very strong dyes, oil-based substances, acne medications, blood and non-pet feces, urine, and vomit.
- Damage or stains caused by non-food or non-beverage substances or non-household products.

- Damage from flooding, natural causes, pipes leaking, etc.
- Burns, cuts, matting, pulls, odor, soiling, staining, tears or damage due to improper installation.
- Crushing caused by furniture, including impressions left by legs of furniture.
- Carpet that has been treated after installation with any silicone-based, anti-soil treatments.
- Carpet in any non-residential use.
- Carpet installed on stairs without an approved pad.
- Minor and normal texture, feel or color differences between sample and actual carpet.
- Carpet that has been subjected to abnormal abuse or abusive conditions and damage due to the application of improper cleaning agents. Carpet which has been surface treated with materials not recommended by the Company or which have been subjected to abnormal use or to cleaning agents or maintenance methods not recommended or approved by the Company.

WHAT IF YOU NEED WARRANTY SERVICE

You, the original purchaser, will contact your authorized dealer or Company sales representative for claim services related to the Warranty. Please provide valid proof of purchase and a detailed description of the issue, along with photographs showing the concern. Samples should be submitted for review/testing when available. If the issue/defect falls within the Warranty, the dealer or Company sales representative will file a claim via www.ShawNow.com and submit the information you provided. A Company claims representative will thoroughly evaluate your claim. If you have questions, you may contact Shaw Industries Financial Services, PO Box 2128, Dalton, GA 30722. 1-800-446-9332 option 2.

WHAT SHAW WILL DO

If we determine that the concern you raised is covered under this Warranty, we will repair the affected area to conform to the Warranty. If repair is not commercially practical, the Company may, at its sole option, replace the affected carpet or refund the proportional purchase price for the affected area. The Company will pay reasonable costs for product, freight and labor directly related to the replacement carpet provided that the Company was notified of the Warranty-covered aspect(s) during the applicable warranty period. Any costs incurred for moving equipment, furnishings, partitions and the like that were installed over the Company's product will be at the customer's expense.

TO THE EXTENT PERMITTED BY APPLICABLE LAW, ALL IMPLIED WARRANTIES ARE EXCLUDED, INCLUDING, WITHOUT LIMITATION, THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

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 LIMITED WARRANTY. This Warranty gives you specific legal rights, and you may also have other rights which may vary from state to state. Except for such rights, the rights and remedies provided under this Warranty state the limit of the Company's obligations and responsibilities concerning the Company's Pet Perfect residential broadloom carpet.