

WOOL BROADLOOM CARPET – RESIDENTIAL LIMITED WARRANTY

Shaw Industries, Inc. ("the Company") warrants its flooring products under this Limited Residential Warranty when used in the proper fit for use indoor residential applications. The warranty belongs to you, the original owner-occupied end-use purchaser, and begins when you purchase the residential wool carpet and extends for the limited warranty period stated on the product specification. The basis of any warranty related claim is the original "Company" invoice or authorized "Company" dealer. The carpet must be installed in accordance with the Company's installation guidelines and specifications. The product must be maintained in accordance with the Company's maintenance recommendations and such maintenance continues throughout the original installation. Damage resulting from a failure to follow installation and the wool cleaning/maintenance guidelines will not be covered under this warranty. Installation guidelines, specifications, and product care recommendations can be obtained from your dealer. For additional information, please see the bottom of this page. You (the original purchaser) should notify the authorized flooring dealer from which the original purchase was made of any defect no later than 30 days after discovering the defect but within the time period of this limited warranty.

WHAT THIS LIMITED WARRANTY COVERS?

Under normal residential use during the warranty period, the Company warrants the following:

- 1 Years Quality Assurance– Will be free of material or workmanship defects

WHAT CONDITIONS APPLY?

- Indoor Installations only
- Carpet must be correctly installed in a proper indoor installation following the [Shaw Wool Installation Guidelines](#), using a suitable pad that meets FHA/HUD requirements. (Note: Shaw recommends a fiber pad with a maximum thickness of 7/16" for optimum performance.) Consult your retailer for details.
- Installation must be in an owner-occupied residence; commercial use is excluded
- 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.
- Damage that is caused by spikes, cleats, skates, blades, high heels or another similar footwear.

Do not attempt to clean your carpet with hot water extraction, carpet shampooing or aerosol foam products. Professional cleaning is recommended.

Routine maintenance care and cleaning are essential to maintaining the durability and appearance of the wool carpets.

WHAT IS NOT COVERED?

- Roll marks, edge curl, matting and crushing are excluded from this warranty. These are not defects and can be removed by routine vacuuming and routine care & maintenance.

- Damage caused by exposure to improper cleaning agents or cleaning methods.
- Damage from flooding or excessive moisture from accidents.
- Burns, cuts, fading, matting, pills, pulls, odor, soiling, staining, tears due to pet accidents, abuse, misuse, neglect, or improper maintenance
- Damage to floors due to incompatible adhesives.
- Damage to floors due to a failure to properly place and use a suitable pad underneath.
- Fading or discoloration resulting from heavy exposure to sunlight, ultraviolet (uv) rays and atmospheric gases.
- Natural wear and tear is excluded from this warranty. Shedding is normal. There will be some occasional loose ends. These loose ends should be clipped and are not considered a defect.
- High rows can occur during shipping. This will disappear with routine vacuuming.
- Wet areas such as bathrooms could cause color or texture changes due to the humidity and potential exposure to chemicals.

WHAT IF YOU NEED WARRANTY SERVICE?

You, the original purchaser, will contact your authorized dealer or Company sales representative for claim service. 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. 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 can contact Shaw Industries Financial Services, PO Box 2128, Dalton, GA 30722

WHAT WILL SHAW DO

If we find a defect covered under this warranty, the Company may, at its sole option, repair or replace the affected carpet or refund the purchase price for the affected material. The Company will pay the reasonable costs for product, freight and labor. Any costs incurred for moving equipment, furnishings, partitions and the like that were installed over the Company's commercial product will be at the customer's expense.

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