



# Warranty

## 10 YEAR MEDIUM COMMERCIAL LIMITED WEAR WARRANTY

The finish of the flooring is warranted by Shaw Industries, Inc. (Shaw) not to wear through under light commercial use for a period of ten (10) years from the date of purchase. Vinyl layer wear-through is defined as 100% vinyl layer wear-through that exposes the core material over a minimum of 3% of the total installation. (Gloss reduction or surface scratches are not considered surface wear.) Dull finish can be corrected with spot or overall recoating care systems. If 100% vinyl layer wear-through is determined to have occurred, Shaw will arrange for a pro-rated credit based on the terms outlined below in the section headed "Terms of 10 Year Commercial Warranty". This warranty is non-transferable and applies only to the original purchaser and only if used in the following commercial areas:

- **Retail:** Novelty Shops/Boutiques, Product Display Areas, Sales Floors, Showrooms, Hair Salons
- **Medical Offices:** Waiting Rooms, Patient Rooms, Examination Rooms, Storage Rooms
- **Hotels:** Conference/Meeting Rooms
- **Offices and Restaurants:** Offices, Conference/Meeting Rooms, Showrooms, Break Rooms
- **Institutional and Light Industrial:** Training Rooms, Meeting Rooms, Commons Areas, Residence Halls

### The 10 year limited medium commercial wear warranty is made subject to the following conditions:

1. The floor must be installed properly and according to Shaw's installation instructions. Proper installation includes, but is not limited to the following:
  - A moisture test must be performed to determine if excessive moisture exists in the subfloor.
  - When installing over concrete, concrete should be tested for moisture prior to installation using the Anhydrous Calcium Chloride test method, a non-invasive moisture meter, or a pin/probe meter. When using a Calcium Chloride Test, the result must not exceed 3 lbs. per 1000 sq. ft. in a 24 hour period.
  - A polyethylene film vapor barrier must not be used over wood subfloors. Moisture readings of wood subfloors must not exceed 11% throughout the entire installation.
  - If glue is used, glue entire floor with glue that meets or exceeds PVAC dispersion with a viscosity of 8000 +/- 1000 cpc spindle 6/20 at 20 degrees centigrade – density of 1.11 +/- 0.02 g/cm on a dry content of 48 +/- 1% (weight). Upon completion of glued installation, the floor must be allowed to set overnight for 24 hours before resuming normal usage of the room.
2. The flooring must be used only indoors in a dry, climate controlled area.
3. The flooring must be maintained in accordance with Shaw's maintenance instructions.
4. This limited warranty does not apply to Shaw moldings and trims.
5. Installation of flooring that contains any manufacturing defect is not covered by this limited warranty.

### THE LIMITED WEAR WARRANTY DOES NOT COVER:

1. Damage due to adhesives or tape, scratches, gouges, scuffs, punctures, cuts, indentations, burns, accidents, lack of proper furniture rests or any intentional misuse of the product. Loss of finish gloss over time is consistent with normal wear & tear and is not a product flaw.
2. It is normal and expected for there to be color variations due to use of natural components, exposure to UV light and/or sunlight, and age of material. Therefore, color inconsistency between samples, replacement product or illustrations and actual product is not a manufacturing flaw.
3. Manufacturer makes no guarantee that Shaw products will match or coordinate with customer furnishings, trim, cabinetry, railings, etc.
4. Noncompliance with installation instructions and maintenance guidelines as recommended by Shaw. Manufacturer cannot assume responsibility for the suitability of flooring material and accompanying products for each individual installation as manufacturer has no control over the installer's proper application. Should an individual piece be doubtful as to appearance or dimension the installer should not use this piece. Failure to apply protective coating in accordance with manufacturer's guidelines may result in irreparable damage to the cork. Such damage is not covered.
5. Cracking, warping, soiling, fading, improper maintenance or abuse caused by items such as roller skates, golf shoes or pets.
6. Floor covering installed in inappropriate locations is excluded from this warranty.
7. Gloss reduction or surface scratches are not considered surface wear. Dull finish can be corrected with spot or overall recoating care systems.

# Warranty



## TERMS OF 10 YEAR MEDIUM COMMERCIAL LIMITED WEAR 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, Shaw 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, Shaw will arrange a credit based on the original purchase of the product or replace the product. Shaw 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, Shaw will arrange a credit based on the original purchase of the product or replace the product in the defective area of the floor. Labor costs are not included.

## HOW TO MAKE A CLAIM

You, the original purchaser, will contact your authorized dealer or Shaw sales representative for claim service. Please provide a 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 Shaw sales representative will file a claim via [www.ShawNow.com](http://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, 1-800-257-7429.

**NOTE: The warranty is not transferable. It extends only to the original end use purchaser. Shaw Industries Inc. does not grant to 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**

**included. 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.**