TILE & STONE LIMITED RESIDENTIAL WARRANTY

Shaw Industries, Inc. (“the Company”) warrants its Shaw Tile and Stone products under this Limited Residential Warranty when used in the proper fit for residential applications. The warranty belongs to you, the original owner-occupied end-use purchaser, and begins when you purchase the product and extends for the limited warranty period stated in the product specification. The basis of any warranty-related claim is the original “Company” invoice or authorized “Company” dealer. The tile and Stone 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. This warranty does not cover damage resulting from failure to follow installation, cleaning, and maintenance guidelines 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.

What the Shaw Tile & Stone Flooring Limited Warranty Covers

This Tile & Stone product has been manufactured by industry standards. All first-quality Tile & Stone from the Company are warranted to be free of defects in the quality of the product.

What you should do if you find a defect in the quality and need warranty service:

- Notify the authorized Company dealer from which the original purchase was made of any defect no later than 30 days after discovering the defect and within this limited warranty.
- Present to your authorized company dealer the following items for a warranty claim to be considered.
    - A detailed description of the problem
    - A photograph of the problem
    - A sample that clearly shows the problem.

Should a defect covered under this warranty be found, the Company will authorize the affected area to be repaired to conform to the warranty. The Company will provide tile and stone for replacement or repair of the affected area at its option. Due to inherent variations associated with quarried stone and naturally fired Tile & Stone products, color and texture variations from samples should be expected. Prior to installation, tiles and stone should be approved by the customer. No claims for shade or texture will be honored after installation.

- **Within the First Year:** If professionally installed, and the defect was not visible before or during installation, the Company will pay reasonable limited labor costs to perform the replacement or repair during the first-year period from the date of original purchase. If the Product installed is no longer available, the Company will authorize your dealer to replace the affected floor with another Company product of equal value. The above-described remedy is the purchaser’s sole and exclusive resolution for claims under this limited warranty.

- **After Year One:** Claims on defects of this product, as covered by this warranty, that are reported in writing after one year of purchase and within the specified warranty coverage term, Shaw will arrange a credit based on the original purchase of the product or replace the product. Labor costs are not included.

Each Limited Shaw Tile & Stone Flooring Warranty is subject to the following conditions:

This limited warranty is valid only in North America. The warranty is not transferable. This limited warranty applies only where the affected area of the Shaw Tile & Stone Flooring is visible. The flooring must be installed in accordance with Shaw Industries installation guidelines. This limited warranty shall not apply to damage arising from any of the following:

- Accidents, abuse, or misuse
- Exposure to extreme heat
- Scratch, impact or cutting
- Modification, alterations, repair, or service by a non-authorized floor-covering dealer
- Problems caused by structural movement/deficiencies in the base of subfloor
- Improper installation
- Improper care and maintenance
- Freight

You, the original purchaser, will contact your authorized Company dealer and/or Sales Representative for warranty or claim service. Please provide valid proof of purchase, along with a detailed description of the issue and photographs showing the concern. Samples should be submitted for testing when available.

Dealers/Shaw Sales Representatives will file a claim via www.Shawnow.com and submit the information you provided. A Shaw claims

For reference purposes only if printed or downloaded.

representative will thoroughly evaluate your claim.

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 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.

For reference purposes only if printed or downloaded.