

Pet Perfect® Promise**PET PERFECT® RESIDENTIAL LAMINATE LIMITED WARRANTY**

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

The Warranty applies to the original end-use purchaser who purchased the Company’s Pet Perfect residential laminate flooring for residential use in an owner-occupied residence. 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 product care and maintenance guidelines will not be covered under this Warranty. Installation and product care guidelines are available through your dealer and the Company website.

WHAT THE WARRANTY COVERS

Under normal use* during the warranty period, the Warranty covers the following:

- **Limited Lifetime All Pet Stains** - Your Flooring will resist staining caused by pet (domestic cat or dog) urine, feces and vomit.
- **Limited Lifetime Stain** - Your Flooring will resist stains from most household food and beverages.
- **Limited Lifetime Soiling** - Your Flooring will resist soiling by common household soil.
- **30 Year Scratch Resistant** - Your Flooring will resist scratches caused by domestic household pets. Our Scratch Technology will extend the life and beauty of the flooring surface by offering superior resistance to scratches that occur through normal, day-to-day residential use and cleaning. For the purpose of this warranty, a “scratch” is defined as “a permanent (not removable by cleaning) break or score in the flooring’s surface caused by a sharp or pointed object”. To be covered by this warranty, the scratch must be evident in size and visible from a standing position in normal lighting. This warranty is limited to the cost of replacing the damaged planks/tiles only - not the entire floor. The Limited Pet Scratch Warranty **DOES NOT COVER:** Any scratch damage that is not related to domestic household pet related scratch damage.
- **Limited Lifetime Manufacturing Defects** - Your Flooring will be free from manufacturing defects (e.g., delamination, core voids, dimensional variation, defects, and dimensional stability defects). Dimensional stability defects mean dimensional changes in the width and/or length of the product greater than the tolerances as defined in ASTM F2199. Dimensional variation defects mean thickness, length, width, and squareness measurements that exceed ASTM tolerances.
- **Limited Lifetime Wear** - Your Flooring will not wear through to the pattern/decor layer.
- **Limited Lifetime Watersafe Moisture Resistant** - Your Flooring will not be damaged by topical, localized spills resulting from normal household use such as wet shoes, liquid spills, and water dripping when exiting out of tub or shower provided liquid spills are cleaned up within 72 hours. See, moisture-related specifics in end note.

*Normal use means light to moderate foot traffic.

WHAT CONDITIONS APPLY

- Stain resistance means the ability of your flooring to resist (i.e., minimize or withstand) permanent stains for as long as you own your Flooring. Cleaning of the affected area should begin immediately upon discovery. The more time that elapses before removal, the more difficult a stain will be to remove. Urine, feces, or vomit stains that are not due to a pet are not covered.
- No flooring surface is “scratch-proof” - heavy and sharp objects can and will severely damage any floor if the right precautions are not taken.
- Damage to the Flooring incurred due to abuse/negligence, abnormal environmental conditions or use contrary to care instructions is not covered.
- Below are recommended precautions that are commonly and effectively taken to greatly reduce the possibility of incurring scratches/gouges to the Flooring:
- Always utilize protective coverings/pads/felt on the feet of furniture, chairs and tables. Maintain and replace frequently to reduce propensity for damage.
- Chairs/furniture with casters should be fitted with soft rubber wheels, an adequate protective mat or protective caster cups placed under the furniture.
- Walk off mats at every outside entrance should be utilized to limit the floors exposure to abrasive debris.
- Installation must be in an owner-occupied residence; commercial use is excluded.
- Your Flooring must have been correctly installed in a proper indoor installation following the Company’s installation guidelines
- Installation, including jobsite and subfloor preparation conditions, should be in accordance with the product-specific installation guidelines.
- Any moisture-related testing (e.g., calcium chloride, relative humidity, and pH) is not the responsibility of the Company.
- The Company will not provide credit for labor charges for appearance-related manufacturing defects that should have been detected before or during installation.
- Your Flooring must be cleaned according to the Company’s care and maintenance Guide.

The warranty does not cover the following:

Damage to the Flooring caused by:

- Fire, burns
- Flooding
- Standing water from hydrostatic pressure
- Improper installation and/or maintenance
- Subfloor moisture emissions; alkali emissions
- Intentional or accidental abuse
- Castor chairs/rolling loads – use chair pads under castor desk/rolling chairs
- Moving heavy appliances
- Gouging from sharp objects such as, but not limited to, knives or scissors.
- Broken or improperly maintained caster wheels with sharp edges that result in gouging or scratching.
- Broken or improperly maintained furniture, table or chair feet with sharp or damaged edges/surfaces that result in gouging or scratching.
- Severe impact from falling objects.
- Scratching, gouging, or damage from heavy appliance movement or heavy furniture movement.
- Debris tracked in on shoes from the outside, such as, but not limited to, rocks, that result in gouging or scratching.
- Residual indentations or gouges resulting from heavy static loads, heeled shoes, spiked shoes, metal cleats, or skates. The use of floor protectors under stationary furniture legs/feet to distribute weight loads is highly recommended
- Changes in color or appearance resulting from, but not limited to, sunlight exposure or heat exposure: changes in shade, texture, or gloss over time, outdoor applications, minor shading, color, or texture difference between the store samples or marketing photography and delivered product, performance failures resulting from failure to follow the applicable Shaw installation instructions, damage resulting from failure to follow Shaw care and maintenance guidelines including, but not limited to, use of non-approved cleaning agents or abrasive scouring pads, stains resulting from, but not limited to, spills, mold, chemically reactive materials, adhesives, losses due to inconvenience, loss of time, incidental expenses, or consequential damages
- This Warranty excludes all casualty events normally covered by homeowners insurance including, but not limited to, damages caused by fire, flooding, or standing water from leaking plumbing, faucets, or household appliances.
- The Flooring is not warranted against squeaking, popping or crackling, which may occur if the Flooring is installed using floated methods, glued methods or fastened methods.

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

Replacement laminate will come from current running-line products comparable to the warranted product.

Within Two Years: Claims on defects of this product as covered by this warranty that are reported in writing within two year of purchase, Shaw will arrange a credit based on the original purchase of the product or replace the product. If professionally installed, reasonable labor costs are included.

After Year Two: Claims on defects of this product, as covered by this warranty, that are reported in writing after two years 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.

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 product 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 product 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 laminate.

NOTE: While moisture will not affect the product's integrity, it is possible that, when excessive moisture accumulates in buildings, subfloors, or on building materials, mold (and/or) mildew growth can occur - particularly if the moisture problem remains undiscovered or unaddressed. In addition, such excessive moisture levels can cause the ends and/or sides of the product to lift/flare due to the vapor pressure from underneath. Such damage from excessive moisture levels (as outlined in the installation instructions) are not covered by this Warranty. All sources of subfloor moisture should be remedied prior to installation.