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By *Masland*

2 Year Limited Manufacturer's Defect Warranty



CONGRATULATIONS:

By purchasing an 1866 by Masland carpet or rug from your local retailer, you have made a great decision. Throughout Canada and the United States, you receive quality products that are proudly crafted with love and special care.

TWO YEARS MANUFACTURING DEFECTS WARRANTY:

Masland warrants that all 1866 by Masland first quality carpet products are inspected to be without any customary material or workmanship defects. If within two years any customary manufacturing defect is discovered, at its sole option and discretion, Masland shall repair the affected area of your carpet. If it is determined by Masland that carpet is beyond repair, Masland will replace the affected area of your carpet.

THE FOLLOWING APPLIES TO THIS WARRANTY:

LIMITATIONS: Your sole and exclusive remedy under this limited warranty shall equal the cost of replacement product for the portion of the carpet that does not conform to the warranty and labor costs for such repair, as provided herein. Masland shall not be liable for incidental, consequential, special, or punitive damages or expenses, or for lost or prospective profits, arising out of the purchase or use of the Décor by Masland carpets or resulting from the breach of this limited warranty. In no event shall Masland's cumulative liability exceed the cost of replacement product for the portion of the carpet that does not conform to the warranty. There are no warranties that extend beyond the description on the face of this brochure. To the extent permitted by law, all other warranties, whether express or implied, including but not limited to the implied warranties of the merchant ability and fitness for a particular purpose, are excluded.

FILING A CLAIM:

If you have an issue with your carpet and believe it is covered by this limited warranty outlined in this guide, you must file a claim by **contacting Masland Customer CARE department. Information listed at the bottom of this page.** When you call, you will be asked to provide the following:

- An explanation of the carpet issue
- When and where the carpet was purchased, including the retailer's telephone number.
- The carpet style name and style number
- Square feet/yards purchased
- Pictures of the area showing warranty issues.
- At its own discretion, Masland may request an independent third-party inspection.

If your carpet issue is determined to be covered by this limited warranty, you will be asked to provide the original sales receipt or other documentation acceptable to Masland CARE team. Proof documents must include but not limited to original purchase invoice. The documentation must include carpet name and style information.

CONTACT INFORMATION:

For warranty service or special assistance for carpet care and cleaning, please contact your Masland Customer CARE at 1.866.873.2875 and email ResidentialClaims-Adairsville@dixiegroup.com. Hours of operation are 8 AM to 5 PM EST, Monday through Friday.

Masland Customer CARE
400 Princeton Blvd, Adairsville, GA 30103