

EXTRAORDINAIRE WARRANTY

25-Year Limited Wear

The manufacturer warrants that the surface pile of PET polyester carpet will not wear more than 20% in any area of the carpet for a period of twenty five (25) years when used in an owner occupied residence in a proper indoor installation. To know more about proper installation please read our installation manual.

25-Year Limited Soil Resistance

The manufacturer warrants that polyester carpet will resist soiling by most common household soil for a period of twenty five (25) years when used in an owner-occupied residence in a proper indoor installation.

Lifetime Limited Stain Resistance

The manufacturer warrants that the surface pile of the carpet will resist stains from any food and beverage substances from the date of the original installation with proper installation and care. **Exclusions include:** This warranty excludes stains from substances such as bleaches, caustic chemicals, insecticides, paints, string dyes, acids, oil-based substances and vomit.

Lifetime Limited Color Fastness

The manufacturer warrants that, carpet made with solution dyed polyester when installed and maintained as recommended by the manufacturer, will not display a significant change in color due to exposure to light or exposure to atmospheric contaminants from the date of original installation.

LIMITATIONS:

This warranty does not cover burns, cuts, pulls, tears or any other damage caused from substances such as bleaches, caustic chemicals, insecticides, paints, shoe polish, lipstick, plant food, dyes, oil based substances and improper cleaning agents or methods. As long as the carpet has been installed in accordance with the installation methods provided, we will offer to repair, offer an allowance, or offer a credit to cover the cost of repair or material only to the affected area. The credit will apply to new carpets of the same or equivalent quality and will be passed to your retailer.

The manufacturer does not warrant carpet placed in areas where extreme points load are sustained for prolonged periods of time, problems or loss caused by carpet placed under damaged castor chairs wheel, misuse, improper maintenance, flood/excessive moisture, excessive alkalinity. The manufacturer liability is limited to repair or replacements as stated herein. Moisture and PH testing are not the responsibility of the manufacturer and any related issues to moisture and ph. testing are specifically excluded from the warranty.

Products containing antimicrobial are warranted to maintain antimicrobial effectiveness, and products constructed of 100% solution dyed polyester yarns are warranted against excessive color loss due to normal exposure to indoor light.

This warranty shall be void if products are not handled, installed and maintained as per installation guide. This warranty does not cover any problems or damages related to the use of non-recommended adhesives.

The manufacturer will not be liable for any incidental, indirect, special or consequential damages in any case. Should it be necessary to replace the carpet, the manufacturer will not be responsible for the expense of removal of furniture, partitions, temporary walls, and the like which are located on, above, or around the carpet installation; these expenses shall be borne by the owner.

Warranty claims must be made in writing to the manufacturer your retailer within a reasonable time from the discovery of the claimed warranted defect, but in any event, must be received no more than ninety (90) days from the time the claimed defect was discovered. Following receipt of a claim, your retailer's representative will visit the site to determine whether the identified issue is one that is covered by this warranty.