

**15 YEAR LIMITED WEAR WARRANTY**  
**(A Limited warranty for residential carpet)**

The surface pile of this carpet is warranted to the original purchaser by Terza S.A. de C.V. to wear for a period of fifteen (15) years from the date of the initial installation when used indoors in medium residential traffic areas.

Terza's entire liability under this limited warranty shall be limited to compensation for the actual replacement cost of carpet only on a pro-rated basis of any area in which the surface pile of this carpet, after proper installation and maintenance, (excluding stairs and doorways) is abrasively worn more than 10% (as determined by an independent testing service) within fifteen (15) years from the date of purchase. Abrasive wear means fiber loss from the carpet.

**WHAT TERZA WILL DO**

If your carpet proves defective during the year indicated, Terza will offer credit equal to the coordinating percentage. Credit applies to the cost of carpet material only.

First Year	100%	Ninth Year	50%
Second Year	95%	Tenth Year	40%
Third Year	85%	Eleventh Year	30%
Fourth Year	80%	Twelfth Year	20%
Fifth Year	75%	Thirteenth Year	15%
Sixth Year	65%	Fourteenth Year	10%
Seventh Year	60%	Fifteenth Year	5%
Eighth Year	55%		

This credit will apply only to the affected area or room. The credit will be issued to your Retailer as a percentage of the replacement cost of new carpet. The replaced carpet will be the same or of comparable quality. The credit will be good only toward the purchase of new Terza carpet. There will be no cash settlement.

Warranty service, questions or claims should be referred to the carpet dealer (or Distributor) from whom you purchased your carpet along with the mill roll number, style and color identification. No person, firm or corporation is authorized to extend or assume for Terza S.A. de C.V. any other warranty or liability not expressly set forth herein.

This limited warranty covers abrasive wear only and does not cover tears, pulls, cuts, pilling, shedding or matting. This limited warranty does not apply to purchase of irregulars or remnants or any carpet sold "as is".

**TEN YEAR STAIN PROTECTION WARRANTY**  
**(A limited warranty for residential carpet)**

Terza S.A. de C.V. warrants to the original purchaser that the surface pile of its carpet will resist stains from most common household food and beverage substances for a period of ten (10) years from the date of purchase when properly installed and maintained in an owner-occupied indoor residential installation. Terza S.A. de C.V. at its discretion and at its entire liability and the exclusive remedy of any party, repair, credit or replace with comparable carpet, any portion of the installation which fails to exhibit improved stain resistance during the limited warranty period as provided below.

No carpet is absolutely stain proof. The stain-resist treatment will provide for improved resistance to food and beverage stains as compared to an untreated carpet of similar construction. Stain resistant properties may be affected by exposure to very hot substances. This limited warranty excludes any residual stains which may occur under this condition. Also excluded are stains caused by nonfood substances such as [hair dyes](#), shoe polish, paints and other materials which will destroy or change the color of carpet such as bleachers, caustic chemicals, fertilizers, insecticides and iodine. Stains from foods and beverages with strongly colored naturally dispersed dyes such as those found in some brands of mustard and [herbal tea](#) are also excluded.

Repair or replacement will be limited to the affected area of the carpet. If the identical carpet is not available, Terza S.A. de C.V. will provide a replacement carpet of comparable quality at no cost to you. This limited warranty does not apply to the purchase of irregulars, remnants or any carpet sold "as is".

#### **FIVE YEAR TEXTURE RETENTION WARRANTY (A limited warranty for residential carpet)**

Terza S.A. de C.V. warrants to the original purchaser that this carpet will not exhibit abnormal matting and crushing from foot traffic as a result of the yarn tufts losing their twist for a period of five (5) years when properly installed and maintained in an owner-occupied indoor residential installation. Terza S.A. de C.V. reserves the right to arrange for pile restoration if possible.

Proper installation requires power stretching and the use of a pad with a minimum density of six (6) pound per cubic foot and maximum thickness of 10 millimeters. Proper maintenance requires thorough vacuuming at least twice weekly and professional cleaning every two (2) years.

Should the carpet show abnormal matting or crushing from foot traffic as a result of the yarn tufts losing their twist and the carpet's appearance cannot be restored, Terza S.A. de C.V. will, at its discretion and at its entire liability and the exclusive remedy to any party, repair, credit or replace with comparable carpet, the affected portion.

This limited warranty applies only to the area in which the change in appearance has occurred and the carpet's appearance cannot be restored. The texture of any carpet changes to some degree with use. In high traffic areas, some crushing and matting will occur. Such conditions constitute normal wear and are not covered by this limited warranty. Carpet installed outdoors, on stairs or in areas subject to other than ordinary foot traffic is excluded from this limited warranty. Crushing or impressions caused by furniture are not covered by this limited

warranty. This limited warranty does not apply to purchase of irregulars or remnants or any carpet sold “as is”.

**FIVE YEAR LIMITED WARRANTY FOR FADING**  
**(A limited warranty for residential carpet)**

When installed in an indoor, owner-occupied installation, Terza S.A. de C.V. warrants that its carpet face fiber will resist fading from sunlight for a period of five (5) years from the date of the initial installation when used indoors.

Terza S.A. de C.V. will evaluate the claim using the standards established by the AATCC. If it is determined that the color of the affected area of your carpet has changed from other areas within the same room by as much as a rating of three (3) on the AATCC Gray Scale, Terza S.A. de C.V. will credit or replace the affected portion of the carpet at no cost to the original purchaser. If the identical carpet is not available, Terza will provide a carpet of comparable quality, color and value. If, however, it is determined that significant fading (rating of three) has not occurred, then Terza S.A. de C.V. reserves the right to deny the claim.

The use of mini-blinds, curtains, etc. is necessary to validate this warranty.

This limited warranty excludes carpets that have been installed or that are exposed to outdoor conditions, or fading which is the result of material which destroy or change the color of the carpet, such as bleachers, drain cleaners, plant food, insecticides or hair dyes. Also excluded are carpets that have been put to commercial use (that is non-owner occupied, residential use). This warranty also excludes discoloration due to general soiling or improper cleaning agents and maintenance methods. It also does not cover fading or staining, which occurs following the use of improper chemical applications. Excluded are improperly installed and maintained carpets. This warranty is void if the Terza recommended care and cleaning instructions are not followed. Mill and manufacturing defects such as uneven dyeing, poor side matches, crocking and yellowing are also excluded from this warranty.

**What is fading?**

Fading is defined as a permanent irreversible loss of color. All Terza’s carpets have been tested for colorfastness and have passed stringent exposure tests to continuous light of a Xenon Arc Lamp as prescribed by the American Association of Textile Chemists and Colorists (AATCC) Test Method 16E. This test measures colorfastness to sunlight.