

**\*Shaw Industries, Inc.**  
**Shaw Industries 10-Year Limited Quality Assurance Warranty**  
**Gorham**

We at Shaw Industries are so confident of the quality of our carpets that we provide you with this 10-Year Limited Quality Assurance Warranty. This assurance of quality comes to you from the world's largest producer of carpet.

**Who is covered**

This warranty protects you, the original purchaser, if you have purchased a Shaw Industries carpet for your own residential use in an owner-occupied residence.

**What is covered**

This warranty covers manufacturing defects that could occur in any Shaw Industries carpet. By manufacturing defect we mean any defect in material or workmanship.

Carpet must be correctly installed in a proper indoor installation using a pad that meets FHA/HUD requirements, following the Carpet and Rug Institute Residential Installation Standard CRI-105. Consult your retailer for details.

**Exclusions**

Matting and crushing, or any change in appearance retention, are not manufacturing defects and are excluded from this warranty. For the purpose of this warranty, matting is defined as the loss of twist from the tips of the pile tufts and entanglement of the fibers. Crushing is defined as the loss of pile thickness due to foot traffic only. Crushing caused by furniture, including impressions left by legs of furniture, is not covered by this warranty.

**The coverage period**

This warranty coverage runs for ten years from the date your carpet is installed.

**What Shaw Industries will do**

If your carpet proves defective during:	Shaw Industries will offer credit equal to the cost of the carpet material only:
the 1st year	100%
the 2nd year	100%
the 3rd year	80%
the 4th year	70%
the 5th year	60%
the 6th year	50%
the 7th year	40%
the 8th year	30%
the 9th year	20%
the 10th year	10%

The credit will apply only to the affected area or room. The credit will be issued to

or comparable quality. The credit will be good only toward the purchase of new Shaw carpet. There will be no cash payment. Shaw Industries reserves the right to repair the defective area in question if restoration is practical. In such cases, repair will be effected in lieu of carpet replacement, at the sole discretion of Shaw Industries.

### **Labor charges**

During the first year of coverage under this warranty, Shaw Industries Inc, will arrange for a credit to your retailer for reasonable labor charges to repair or replace defective areas when any of the following specific manufacturing defects are involved: excessive fuzzing, carpet tufts pulling out, crocking, fading or delamination.

Shaw Industries will not provide credit for labor charges for appearance-related manufacturing defects that should have been detected before or during installation, such as missing tufts, dye spots, tears, loose backing, etc.

Pile distortion or roll crush is a temporary, correctable problem which is not considered a manufacturing defect.

## **HOMEOWNER OBLIGATIONS UNDER THE SHAW INDUSTRIES WARRANTIES**

### **What you must do**

In order to maintain and protect your coverage under the terms of these warranties, you must do the following:

1. Keep proof of purchase in the form of a bill, invoice, or statement from your Shaw Industries retailer, showing the price you paid for the carpet, excluding pad and labor.
2. Install your carpet according to the guidelines outlined in the Carpet and Rug Institute Residential Installation Standard CRI-105, and maintain your carpet according to the recommendations described in the Shaw Industries booklet entitled "Carpet Care."
3. Be able to show proof of periodic steam cleaning by either a professional cleaning service or [do-it-yourself](#) steam cleaning. A bill, invoice, or statement showing cleaning service or equipment rental charges with descriptions will serve as proof. **A minimum of one cleaning every two years is required.** Depending on the level of traffic, family size, soil conditions adjacent to the home, and other circumstances, more frequent cleaning may be advisable. Please refer to the cleaning recommendations contained in the Shaw Industries booklet entitled "Carpet Care."

## **LIMITATIONS ON YOUR SHAW INDUSTRIES WARRANTIES**

### **Non-transferability**

These Shaw Industries warranties are extended only to the original purchaser and are not transferable.

### **First quality products**

Warranties are not applicable to carpet sold as second quality, irregular, used, or mill end.

### **Improper installation**

Improper installation can cause problems with your carpet. The Carpet and Rug Institute Residential Installation Standard CRI-105 conforms to proper installation procedures and should be followed. We are not responsible for any defects caused by improper installation. Examples are wrinkling due to insufficient stretch and loss of tufts due to improper seaming.

### **Improper maintenance or inadequate care**

Your carpet requires routine maintenance. Please follow the recommendations described in the Shaw Industries booklet entitled "Carpet Care." We are not responsible for damage to your carpet caused by improper maintenance or inadequate care, which could void all or part of your warranty coverage.

### **Accidents, abuse, or abnormal wear**

Your Shaw Industries warranties do not cover damage resulting from accidents or abuse such as staining, soiling, burning, flooding, cutting, and damage caused by pets. Staining from common household food and beverage substances is covered under the Shaw Industries stain warranties or similar warranties from fiber or chemical manufacturers.

### **Carpets on stain-nosings**

Your Shaw Industries warranties do not cover damage or appearance problems resulting from the opening of rows of tufts caused by wrapping the carpet around nosings of stairs.

### **Pad failure**

Deterioration of the padding can cause problems with your carpet. We are not responsible for any defects caused by failure of the carpet pad. Please see the pad manufacturer's warranty statement for [more information](#). NOTE: Shaw Industries recommends a pad with a maximum thickness of 7/16" for optimum performance. Firmer, thinner pads generally perform better.

### **Problems with moisture**

Your Shaw Industries warranties do not cover problems caused by wetting or the persistence of excessive moisture. For immediate [assistance](#), contact a certified water damage restoration specialist. The Institute of Inspection, Cleaning and Restoration Certification (IICRC) maintains a registry of trained, certified specialist: call 1-800-835-4624.

### **Changes in carpet color**

Your Shaw Industries warranties do not cover changes in carpet color resulting from external causes, such as fading due to sunlight or spills of household chemicals and other non-food and non-beverage substances. This limitation may not apply if your Shaw Industries carpet features the ColorSet or Superior Fiber System Limited Ten-Year Stain and Five-Year Fade Resistance Warranty. See these warranties for details.

### **Differences from samples**

Your Shaw Industries warranties do not cover minor and normal differences

between the color of the [retail store](#) sample and true color of the actual carpet.

**Replacement of discontinued carpet**

If your carpet has been discontinued and replacement is necessary under the terms of your Shaw Industries warranty, Shaw Industries carpet of comparable quality will be substituted.

**Geographic locale**

These warranties apply only in the United States and Canada.

**Consequential or incidental damages**

WE EXCLUDE AND WILL NOT PAY CONSEQUENTIAL OR INCIDENTAL DAMAGES UNDER THESE WARRANTIES. By this we mean any loss, expense, or damage other than to the carpet itself that may result from a defect in the carpet.

**IMPLIED WARRANTIES**

NO IMPLIED WARRANTIES, INCLUDING WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, EXTEND BEYOND THE FIVE-OR TEN-YEAR TERMS OF THE WRITTEN COUTURE BY SUTTON/SHAW INDUSTRIES WARRANTIES. By implied warranties we mean ones that the law presumes to have been given by the seller even though they aren't set out in writing.

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 WARRANTY. These warranties give you specific legal rights, and you may also have other rights which vary from state to state. Except for these rights, the remedies provided under these warranties state the limit of Shaw Industries' responsibilities