

Ten Year Commercial Limited Warranty for System TR 18® Attached Cushion

Our **System TR 18®** has latex pre-coat and a latex secondary coat laminated to a woven secondary and then laminated to an 18 lb. density polyurethane foam cushion.

The following is the Ten Year Commercial Limited Warranty issued by Shaw Industries, Inc. ("Shaw") for our Latex/Polyurethane Attached Cushion backing system.

This warranty begins when the carpeting is purchased. The carpet must be installed in accordance with Shaw Contract Group installation guidelines and specifications. The carpet must be maintained in accordance with Shaw Contract Group maintenance (carpet care) recommendations and such maintenance (carpet care) continues throughout the duration of the original installation.

The Ten Year Warranty is further limited to the period of time the carpet is owned and maintained by the original end-use purchaser. The basis of any warranty related claim is the original Shaw invoice or authorized Shaw dealer invoice.

Installation guidelines and specifications along with carpet care recommendations can be obtained from your dealer or from Shaw Contract Group Inforum at 1.877.502.7429 or on-line at the Shaw Contract Group web site at www.shawcontractgroup.com.

What the System TR 18® ten year commercial limited warranty covers:

Fiber - Abrasive Wear

Shaw Contract Group warrants that carpet using our approved face fiber and coated with our backing system will lose no more than 10% of the pile face fiber, by weight, during the warranty period. This warranty does not cover appearance retention, matting and crushing and normal appearance changes in high traffic areas.

Fiber - Static Protection

Shaw Contract Group warrants that carpet using our approved face fiber and coated with our backing system will not generate static build-up in excess of 3.5 kV, during the warranty period as tested by AATCC Test Method 134.

Backing - Tuft Bind

Shaw Contract Group warrants, under normal use, that carpet coated with our backing system will provide superior tuft bind properties in high traffic environments for the warranty period.

Backing - Integrity / Delamination

Shaw Contract Group warrants, under normal use, that the secondary backing on carpet coated with our backing system will not delaminate from the face carpet for the ten year warranty period.

What you should do if any of the above problems occur and you need warranty service:

You (the original purchaser) should notify the authorized Shaw Dealer and/or your Shaw Contract Group representative and submit in writing, the following:

- A valid proof of purchase in the form of a sales receipt or other documents, which establish proof of purchase.
- A detailed description of the problem and/or a photograph/sample that clearly shows the warranty problem.

To: www.shawonline.com or Shaw Industries – Financial Services, P.O. Box 40, Dalton, GA 30722.

Ten Year Commercial Limited Warranty for System TR 18® Attached Cushion

Shaw Industries will designate a representative to inspect the carpet coated with our System TR 18® backing system and evaluate the warranty claim.

What Shaw will do should you need warranty service:

Should a defect covered under this warranty be found, the affected area will be repaired to conform to the warranty. If repair is not commercially practical, Shaw may, at its sole option, replace the affected carpet or refund the proportional purchase price for the affected area.

Shaw will pay the reasonable costs for freight and labor. Any costs incurred for the moving of equipment, furnishings, partitions and the like, that were installed over the Shaw Commercial Backing product will be at the consumer's expense.

What conditions apply to Shaw Industries System TR 18® ten year commercial limited warranty:

Shaw Contract Group requires seam sealer, properly applied per Shaw Contract Group installation guidelines, to minimize or prevent yarn from raveling and fraying at the seams.

This warranty does not cover burns, cuts, fading, matting, pills, pulls, odor, soiling, staining, tears or damage due to improper installation or due to improper cleaning agents or methods. Carpet installed on stairs or in areas subject to abnormal foot-traffic use (i.e. golf spikes, other spiked footwear, ski boots, and the like) is excluded.

Chair pads are required under roller caster chairs for this warranty to be in full effect. Replacement carpet will come only from current running-line products comparable to the warranted product.

Please note - The warranty is not transferable. It extends only to the original retail purchaser. Shaw does not grant to any person or entity the authority to create for it any obligation or liability in connection with this product. Shaw shall not be liable to the consumer or any other person or entity for any incidental, special or consequential damages, arising out of breach of this limited warranty or any implied limited warranty (excluding merchantability). All implied warranties, including an implied warranty of merchantability or fitness for a particular purpose, are hereby limited to the duration of this limited warranty. Some states do not allow the exclusion or limitation of implied warranties or the limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to the purchaser. This warranty gives the purchaser specific legal rights, such rights may vary from State to State.

Rev. 09/08



Ten Year Commercial Limited Warranty for System TR 18® Attached Cushion

PROJECT REGISTRATION

Ten Year Commercial Limited Warranty for System TR 18® Attached Cushion

Individual System TR 18® product sales may be conditionally registered with Shaw Contract Group listed below; however, the standard warranty described above does not require registration to be in full effect.

END USER:

Contact: _____
Address: _____
City, State: _____
Country: _____
Postal Code: _____
Phone: _____
Fax: _____

SOLD BY:

Contact: _____
Address: _____
City, State: _____
Country: _____
Postal code: _____
Phone: _____
Fax: _____

Standard Performance Product Installed: _____

Yardage Installed: _____

Installation Area: _____

Installed By: _____

Date Installed: _____

Installation Method: _____

Conditional Exceptions/Additions to Warranty: _____

Shaw Representative's Confirmation Signature: _____

Purchaser's Confirmation Signature: _____

Warranty Activation Date: _____

Within ten working days of completion of the product installation, return a completed copy of this warranty to Shaw Contract Group Inforum, 131 Old Mill Road, Cartersville, GA 30120 or via fax at 770-607-2359. If there are any questions regarding the information requested, please contact Shaw Contract Group Inforum at 877.502.7429.