

Ten Year Commercial Warranty for Softbac® Secondary Backing System

Our Standard Latex Broadloom backing system incorporates SBR latex as a pre-coat and SBR latex as a secondary coat laminated to **Softbac** secondary backing.

The following is the Ten Year Commercial Limited Warranty issued by Shaw Industries, Inc. ("Shaw") for our **Softbac** backing system when used in Commercial applications.

This warranty begins when the carpeting is purchased. The carpet must be installed in accordance with Shaw Industries installation guidelines and specifications. The carpet must be maintained in accordance with Shaw Industries 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 Industries.

What the Softbac ten year commercial limited warranty covers:

Fiber - Abrasive Wear - Shaw warrants that, under normal use, carpet using our approved face fiber 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 warrants that, under normal use, carpet using our approved face fiber 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 warrants that, under normal use, carpet coated with SBR latex will provide tuft bind strengths consistent with accepted industry standards for this type SBR latex backing.

Backing - Integrity/Delamination - Shaw warrants that, under normal use, carpet coated with SBR latex will not delaminate from the face carpet.

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 sales 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.

Shaw will designate a representative to inspect the carpet coated with our standard latex broadloom product 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 Corporate Headquarters PO Box 2128 | 616 E Walnut Ave | Dalton GA 30722-2128 | USA¹



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 this carpet will be at the consumer's expense.

What conditions apply to Shaw Industries ten year commercial limited warranty:

Shaw requires seam sealer, properly applied per Shaw's commercial 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 standard latex broadloom products comparable to the warranted product.

Please note - This 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.

Revised – 03/07/11ga; 05/10ga