

## **SHAW 5-STAR WARRANTIES**

### **SHAW TEN-YEAR LIMITED SOFTBAC PLATINUM WARRANTY<sup>®</sup>**

#### ***Who is covered***

This warranty protects you, the original purchaser, if you have purchased a Shaw carpet with our patented SoftBac<sup>®</sup> Platinum backing system\* for commercial use.

#### ***What is covered***

Shaw warrants that your SoftBac<sup>®</sup> carpet will remain free of wrinkles after installation for a period of ten (10) years.

Carpet must be correctly installed in a proper indoor installation 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 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. Pile distortion or compression 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 will do***

If your SoftBac<sup>®</sup> Platinum carpet buckles or wrinkles within the warranty period, Shaw will pay reasonable labor costs for re-stretching the affected area. If the carpet's appearance cannot be restored, Shaw will arrange a credit equal to the cost of the carpet material only.

The credit will apply only to the affected area or room. The credit will be issued to your retailer toward the retailer's replacement cost of new carpet of the same or comparable quality. The credit will be good only toward the purchase of new Shaw carpet. There will be no cash payment.

\*Purchasers of the original SoftBac<sup>®</sup> carpet backing system are also protected under the terms of this warranty.

## **OWNER OBLIGATIONS UNDER THE SHAW 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, statement, or this completed warranty brochure from your Shaw 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 "Carpet Care and Maintenance" booklet.
3. Be able to show proof of periodic steam cleaning by a professional cleaning service. A bill, invoice, or statement showing cleaning service 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 building, and other circumstances, more frequent cleaning may be advisable. Please refer to the cleaning recommendations contained in the Shaw “Carpet Care and Maintenance” booklet.

## LIMITATIONS ON YOUR SHAW WARRANTIES

### ***Non-transferability***

These Shaw 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, irregulars, used, or as mill ends.

### ***Improper installation***

Improper installation can cause problems with your carpet. To ensure proper installation, your carpet should be installed in accordance with the Carpet and Rug Institute Residential Installation Standard CRI-105. Consult your floor covering retailer for details. We are not responsible for any defects caused by improper installation. Examples are wrinkling due to insufficient stretch, loss of tufts due to improper seaming, and/or damage to the backing system.

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

Your carpet requires routine maintenance. Please follow the recommendations described in the Shaw “Carpet Care and Maintenance” booklet. 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 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 stain warranties or similar warranties from fiber or chemical manufacturers.

### ***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 recommends a pad with a maximum thickness of 7/16” and minimum 6-lb. density for optimum performance. Firmer, thinner pads generally perform better.

### ***Problems with moisture***

Your Shaw 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 specialists: call 1-800-835-4624.

### ***Changes in carpet color***

Your Shaw 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.

### ***Differences from samples***

Your Shaw warranties do not cover minor and normal differences between the color of the retail store sample and the 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 warranty, Shaw will offer a substitute carpet of comparable quality.

***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-, SEVEN-, OR TEN-YEAR TERMS OF THE WRITTEN 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.

## HOW TO MAKE A CLAIM

**Shaw Warranty Service**

If you think there is a defect in your carpet that is covered by one of the Shaw warranties, you must notify, in writing, the Shaw retailer who sold you the carpet. Include a copy of the invoice or receipt for the carpet and describe the problem as fully as possible. If you are unable to contact your retailer or do not receive satisfaction, write:

**Shaw Industries Financial Services P.O. Box 40 Mail Drop 026-04 Dalton, GA 30722-0040**

Or, if it is more convenient, call us on the toll-free Shaw Information Center line: 1-800-441-7429. Please identify yourself as a Shaw carpet owner.

***Other warranty service***

If you have a claim against any other manufacturer who has an applicable warranty on a Shaw carpet, please contact them directly for information on filing a claim. Ask your Shaw retailer for any other warranty statement that may apply to your Shaw carpet when you make your purchase.

***Let us help***

The Shaw Information Center provides information about proper installation and maintenance of your Shaw carpet. Much of this information is included in this booklet. If you need additional information, call the Shaw Information Center at 1-800-441-7429.



## SHAW WARRANTY COVERAGE

You have chosen a product noted for quality and backed by the world's leading carpet manufacturer. Whether you selected a **3-**, **4-**, or **5-Star** product, your new carpet offers warranty coverage specific to its category.

### **Warranty Extensions**

Many Shaw carpets feature branded fibers, such as those from DuPont (Stainmaster<sup>®</sup>), Solutia (Wear-Dated<sup>®</sup>), or Honeywell (Anso<sup>®</sup>). In most cases, these fiber companies offer their own warranties, although the coverage period may not be as long as the time specified in similar Shaw warranties. In these instances, Shaw has elected to extend the coverage and assume liability for the additional coverage after the primary fiber warranty coverage expires.

Your Shaw Retailer should complete the following information and check the specific warranties that apply to your carpet.

Style Name: \_\_\_\_\_ Style Number: \_\_\_\_\_

Price per sq. ft.: \_\_\_\_\_ Shaw Invoice # \_\_\_\_\_

Date: \_\_\_\_\_ Date of Installation: \_\_\_\_\_

Avg. sq. yds. Purchased: \_\_\_\_\_

### **Retailer**

Name Telephone No.

Address City State

Salesperson

Signature

\_\_\_\_\_  
Name

\_\_\_\_\_  
Telephone No.

\_\_\_\_\_  
Address

\_\_\_\_\_  
City

\_\_\_\_\_  
State

\_\_\_\_\_  
Salesperson

