PHILADELPHIA COMMERCIAL

WARRANTY

# BROADLOOM 10-YEAR COMMERCIAL LIMITED WARRANTY WITH STAIN AND COLOR

Shaw Industries, Inc. ("Company") warrants this **ClassicBac®, ClassicBac® PC and SoftBac® broadloom product made with 100% Eco Solution Q, Solution Q, Extreme solution-dyed yarn or other solution dyed yarns** when used in the proper fit-for-use indoor commercial applications. The warranty belongs to you, the original end-use purchaser, and begins when you purchase the carpet and extends for the limited warranty period stated above and for the original installation. The 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 Company or authorized dealer invoice.

The carpet must be installed in accordance with the Company's installation guidelines and specifications. The product must be maintained in accordance with the Company's cleaning and maintenance guidelines and such product care must continue throughout the duration of the original installation. Damage resulting from a failure to follow installation and cleaning/maintenance guidelines will not be covered under this warranty. Installation and carpet care guidelines are available through your dealer, the website, or from a service representative at the phone number below.

## WHAT THE WARRANTY COVERS

Under normal use during the warranty period when installed and maintained as recommended, the Company warrants the following:

- **Abrasive Wear** - This carpet will lose no more than 10% of the pile face fiber, by weight. This warranty does not cover appearance retention, matting and crushing and normal appearance changes.
- **Static Protection** – This carpet will not generate static build-up in excess of 3.5 kV, during the warranty period as tested by AATCC Test Method 134.
- **Stain** – This carpet will resist permanent stains caused by acid-based spills.
- **Colorfastness to Light and Atmospheric Contaminants** – This carpet will not display a significant change in color due to exposure to light or exposure to atmospheric contaminants (Ozone or Oxides of Nitrogen).
- **Tuftbind/Zippering** – This backing system will provide superior tuft bind strength consistent with accepted industry standards for this type backing.
- **Delamination** - This backing will not delaminate from the face carpet.





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## WHAT CONDITIONS APPLY?

- For jobsite and floor preparation conditions, see product-specific installation guidelines.
- The Company requires seam sealer properly applied per Shaw's Commercial Installation Guidelines, to minimize or prevent yarn from raveling and fraying at the seams.
- Any moisture-related testing (i.e. calcium chloride, relative humidity and pH) is not the responsibility of the Company and all issues related to moisture, including any carpet-related issues, are excluded from this warranty.
- Chair pads are required under roller caster chairs to inhibit premature wear of the surface of the carpet.
- Replacement carpet will come only from current running-line products comparable to the warranted product.
- In order to make a stain claim under this guarantee, the owner must have attempted to remove the stain within a reasonable time after occurrence of the spill using the Company's recommended cleaning procedures and must notify the Company immediately if stain removal is not successful.

## THIS WARRANTY DOES NOT COVER THE FOLLOWING:

- 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).
- Damage from flooding or excessive moisture from existing moisture or alkalinity related issues.
- Burns, cuts, fading, matting, pills, pulls, odor, soiling, staining, tears or damage due to improper installation.
- General soiling, discoloration, appearance change due to pile distortion, and exposure to substances or contaminates which degrade or destroy yarn or the color of the carpet.
- Carpet which has been surface treated with materials not recommended by the Company or which have been subjected to abnormal use or to cleaning agents or maintenance methods not recommended or approved by the Company.

## WHAT IF YOU NEED WARRANTY SERVICES

You, the original purchaser, will contact your authorized dealer or Company sales representative for claim service. Please provide a valid proof of purchase and a detailed description of the issue, along with photographs showing the concern. Samples should be submitted for review/testing when available.



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The dealer or Company sales representative will file a claim via www.ShawNow.com and submit the information you provided. A Company claims representative will thoroughly evaluate your claim. If you have questions, you can contact Shaw Industries Financial Services, PO Box 2128, Dalton, GA 30722 - 1-800-257-7429.

## WHAT WE WILL DO

If we find a defect covered under this warranty, we will repair the affected area to conform to the warranty. If repair is not commercially practical, the Company may, at its sole option, replace the affected carpet or refund the proportional purchase price for the affected area. The Company will pay the reasonable costs for product, freight and labor. Any costs incurred for moving equipment, furnishings, partitions and the like that were installed over the Company's commercial product will be at the customer's expense.

**NOTE: The warranty is not transferable. It extends only to the original end use purchaser. Shaw Industries Inc. does not grant to any person or entity the authority to create for it any obligation or liability in connection with this product. Shaw Industries Inc. 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.**



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