



## SHAW 30-DAY CUSTOMER SATISFACTION WARRANTY

Shaw warrants that we will replace any of its **5-Star** carpet styles within 30 days of the date of installation if you are not completely satisfied. The replacement will be of a Shaw carpet of comparable or greater value; the customer agrees to pay the retailer the difference in cost of replacement of products of greater value. All labor charges involved in replacing your carpet, including furniture moving, electrical and data hook-ups, and take-up of your original carpet selection, will be your responsibility.

Your Shaw **5-Star** carpet must not have been improperly installed, abused, or damaged. Installation must be in an owner-occupied residence; commercial use is excluded. Claims must be personally inspected by a Shaw dealer. Prior to replacement, a claim report must be completed and submitted to Shaw Industries. Claims under this warranty will not be considered for carpet sold as second quality, irregulars, used, or mill ends.

Replacement under the 30-Day Customer Satisfaction Warranty is limited to one replacement per original carpet purchase.

### HOMEOWNER 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 home, 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®), Solutia (Wear-Dated®), or Honeywell (Anso®). 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