



# CARPET FLOOR CARE & WARRANTY GUIDE



  
**CARPET  
ONE**  
FLOOR & HOME®







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## **THANK YOU FOR PURCHASING YOUR NEW FLOOR FROM CARPET ONE FLOOR & HOME®.**

To assist you with any questions you may have about your new floor, we have compiled this easy-to-read warranty guide. We hope that it will serve as a handy reference tool. If you have any questions, please contact your local Carpet One Floor & Home® retailer.

Enjoy your new floor!

### **The Beautiful Guarantee®**

We want you to be 100% happy that the floor we've created together is as beautiful as the one in your dreams. If not, we will replace it for free. That's what we call The Beautiful Guarantee®. We are that confident. And we offer an easy-to-understand warranty system that gives you a level of protection that is tailored to you.

### **Your Complete Guide to Carpet Care and Warranties**

It's easy to maintain the beauty of your new floor, and proper care and cleaning will enhance its life and performance, giving you years of enjoyment. To assist you, we've prepared our best tips for cleaning, care, and maintenance. Plus, we've compiled detailed warranty information for each carpet category that you will find easy to reference.

Please consult your specific warranty for detailed cleaning instructions. Some manufacturers have precise warranty maintenance requirements. See warranty details for additional information.



## CARPET

### Frequently Asked Questions About Carpet

#### **Q. Why is my new carpet shedding?**

- A.** The balls of fluff, or loose fibers, found on carpet or in the vacuum cleaner bag are the normal result of fiber left in the carpet from the manufacturing process. Removing these loose fibers does not affect carpet life or appearance. Because of their large size, these fibers are too big to become airborne or to be breathed in. With proper vacuuming and using a quality vacuum cleaner, most shedding gradually disappears within the first year after installation.

#### **Q. Why does my carpet seem to change color when I look at it from different directions?**

- A.** Light reflects differently as the pile is pushed in different directions. Foot traffic generally causes this, and the best solution is to sweep or vacuum the pile in a uniform direction.

#### **Q. Some tufts are longer than others. What should I do?**

- A.** Just snip the end to even the carpet surface. Never pull out long or loose ends as this can permanently damage your carpet. If a tuft becomes snagged or works loose, simply cut it off, and let the surrounding yarn fill in the space.

#### **Q. What can I do about static?**

- A.** When a room's relative humidity is very low, a static charge can build up in your carpet as you walk across it. If this occurs, a humidifier or other commercially available products can help.

#### **Q. How can I avoid permanent indentations?**

- A.** Your carpet pile may compress due to heavy foot traffic or weight of furniture. Rotating furniture may help reduce indentations. You can work the pile back into place with the edge of a coin. Sometimes, passing a hot garment steamer over the spot can also help, but keep the steamer at least four inches above the carpet.

## Carpet Care and Maintenance

### Preventative Maintenance

Being proactive with keeping dirt and soil from entering your home will help to keep your carpet looking its best over time.

Walk-off mats placed outside the entrances to your home will help to capture dirt, sand, soil, asphalt, soil, etc., before it is tracked inside. Clean those mats on a regular basis and as needed.

Occasionally moving your furniture will help avoid excessive pile crushing. Carpet protectors for furniture legs help with weight distribution and be sure to use chair pads designed for carpet for furniture with rollers or casters.

Protective barriers such as heavy cardboard or plywood between the furniture and carpet will prevent damage when moving heavy furniture (pianos, buffets, etc.) Even if on wheels, this type of barrier should be used.

Clean area rugs regularly. If you use area rugs on your carpet, clean and restore the pile of the carpet underneath as well. Check area rugs for colorfastness before placing them on carpet because the color in some rugs may bleed through. After professional cleaning of your carpet, allow it to dry completely before putting rugs back onto carpet.

Reduce periods of direct sunlight with blinds, shades, or awnings to avoid color loss.



## Carpet Cleaning

A regular maintenance program will help keep your carpet looking great over time. Vacuum your heavy traffic areas, such as hallways, stairs, and exterior entry ways at least twice a week. Vacuum less heavily used areas weekly. For best results, use a vacuum cleaner with an adjustable beater bar or rotating brush. Use manufacturers' recommended vacuum or refer to [www.carpet-rug.org](http://www.carpet-rug.org) for a list of approved vacuum brands.

Carpet with thick loop pile construction, particularly wool and wool-blend styles, may be sensitive to brushing or rubbing of the pile surface and may become fuzzy. (Test to make sure the brush is not affecting the fiber tips before regular use.) For these products, and those styles with a combination thick or thin or cable yarn, higher pile shag or new generation soft carpets, a suction-only vacuum is recommended or a vacuum with an adjustable brush lifted away from the carpet so it does not agitate the pile. Be aware of vacuums that have aggressive action which may damage the surface of your carpet.

Carpet One Floor & Home® does not recommend a vacuum brand. There are brands that offer adjustable beater bars or even a feature to turn the beater bar off in some cases. The Carpet & Rug Institute ([carpet-rug.org](http://carpet-rug.org)) also offers information and ratings of vacuums.

Lack of apparent soiling does not eliminate the necessity of regular cleaning. Most dry soil has razor-like edges that abrade carpet fibers, causing light to reflect differently and give a dull appearance. Soil can damage the fibers permanently if allowed to remain in the pile. Cooking vapors and air pollution can cause oily soil deposits on fibers and can cause gradual dulling as well as additional tracking of dry soil.

No matter how often you vacuum, your carpet will still need heavy-duty cleaning from time to time. Use the Resista Floor Care Cleaner or another cleaning method recommended by the carpet manufacturer to maintain your carpet's warranty and for daily and extended maintenance. Professional cleaning every 12-18 months is required to maintain your Carpet One Floor & Home® warranty (unless there is heavier usage, in which case your carpet will have to be cleaned at closer intervals). We would be glad to advise you about which cleaning method is best for your particular carpet. Hot water extraction, either alone or in combination with cleaning, is required to maintain most warranties. Some styles, however, must be cleaned in other ways. Be sure to check with your Carpet One Floor & Home® retailer for the recommended

cleaning method for your particular carpet. A trained professional should perform this service at least every 12-18 months to refresh the texture and rejuvenate the fibers in your carpet. Have the cleaning professionals come to your home for a visual inspection, and obtain a written agreement before the work is started. You must retain your receipts for proof of maintenance service should a warranty claim arise. (See cleaning log on page 47.)

When you and your cleaning professional choose a cleaning method, fiber content is the most important concern. Most carpet today is constructed with synthetic fibers such as nylon, polyester, olefin, or triexta and may be cleaned with most cleaning methods. Natural fibers such as wool, cotton, silk, and sisal may require specialized care. Use a cleaning method recommended by the carpet manufacturer to maintain their warranty, and if you should have any questions or concerns about your new carpet, just call your Carpet One Floor & Home® retailer.

### **Cushion**

A good quality carpet cushion provides better resilience and comfort underfoot. It can also extend the life of your carpet by absorbing walking impact over time and provide noise reduction and improved thermal insulation properties to the carpet.



## Carpet Care and Maintenance - Soft Carpet

### Vacuum Care Instructions

Extraordinarily soft carpets represent the latest in advanced extrusion technology. Because the fibers are so fine and dense, increased suction from a vacuum cleaner is created at the point of contact on the carpet surface.

Therefore, in order to provide maximum care, vacuums with specific features may be necessary to use for optimum maintenance of your extraordinarily soft carpet. The following vacuum cleaner characteristics are suitable for your exceptionally soft carpets:

- **Adjustable Height** – A manual height adjustment feature is imperative as it allows the user to accurately set the height of the brushing action to the proper level for better cleaning and mobility.
- **Wide Wheel Size** – Larger wheels will help the vacuum head from sinking into the carpet pile. They also improve the effectiveness of the depth-setting feature.
- **Lighter Weight Models** – Weighing less, these vacuums will exert less weight while in use and not sink as deeply into the carpet pile, being easier to move.
- **Adjustable Motor Speed** – The flexibility of adjustable motors often times lowers the brush roll rotation speed and allows easier operation and gentler cleaning.
- **Optional Brush Roll Control** – For ultra-high pile carpets, it may be necessary to disengage the roller as longer fibers may entangle in the brush roll, causing damage to the tips of the fibers. An option to use suction only is recommended with some fibers.

## Carpet Spot Removal Procedures

In between professional cleanings, you may have to spot clean your carpet.\* If you have a spill or spot, you must act quickly to minimize staining. The longer the delay, the greater the possibility that the stain will become permanent. Complete removal of spills or spots may require Resista Carpet Cleaner or if you do not have on hand, a single solution applied of a CRI approved spot cleaner. If the use of a combination of solutions is helpful, follow these guidelines in sequence so as not to void your warranty.\*\*

**NOTE:** If your carpet is a Lees® carpet with the Ultra25® Limited Stain Warranty, it is important to contact 3M at 1-800-352-6789 before you attempt any of the listed stain removal methods.

1. Blot liquids with a dry, white, absorbent cloth or white (no printing) paper towels. Do not scrub the area! Continue to blot until the area is completely dry. Gently scrape up semi-solids with a rounded spoon and vacuum. Do not add moisture.
2. Locate the spill on the spot removal chart on page 13, select the first spot removal solution recommended, and follow the spot removal methods listed on page 12.
3. Pretest any spot removal solution in an inconspicuous area to make certain the solution will not damage the fiber or the dye. After applying several drops to the testing area, hold a white cloth on the wet area for 10 seconds.
4. Examine the carpet and cloth for color transfer, color change, or damage to the carpet. If a change occurs, another cleaning solution should be selected.
5. Apply a small amount of the selected cleaning solution to a white cloth and work in gently. Work from the edges of the spill to the center to prevent the spill from spreading. Do not scrub! Blot, absorbing as much as possible, and repeat, if necessary. Do not saturate the area as this may cause the spill to penetrate into the backing.
6. Continue using the first cleaning solution as long as there is a transfer of the spill to the cloth. It is not necessary to use all of the cleaning solutions if the first solution removes the spill.
7. Rinse the affected area thoroughly with cold water after the spill has been

\* If you purchased the Everguard Stain Protection Plan with your carpet, contact 3M Service Center (1-800-352-6789) for spot removal instructions prior to using the spot removal methods found on page 12.

\*\* Carpet made of natural fibers requires special care. Contact Carpet One Floor & Home® retailer for details..



removed. Blot with a dry cloth until all of the solution has been removed. Some cleaning solutions will cause rapid soiling if the solution is not completely removed.

8. Place a 1/2 inch layer of white paper towels over the affected area to absorb all the moisture, and weigh down with a flat, heavy object.

## Carpet Spot Removal Solutions

We recommend the following solutions for removal of spots and stains. If you have these on hand, you will be able to handle most common spills. Always use solutions in the concentrations recommended. See the chart on page 13 to find the best method for your stain. For assistance in choosing the correct solution, call your Carpet One Floor & Home® retailer, and ask which is best for your particular type of carpet.

**DETERGENT SOLUTION:** Mix 1/4 teaspoon of a clear, non-bleach, non-lanolin, non-optical brightening dishwashing liquid per one cup of warm water. Allow the detergent to remain on the stain for eight to ten minutes. It may be necessary to rinse with warm water several times to completely remove residues. Never use an automatic dishwashing detergent because many contain bleaching agents that may destroy the carpet color and damage fibers. Never use a laundry detergent of any type, because laundry detergents may contain optical brighteners (fluorescent dyes) that discolor the fiber.

**DRY POWDER CLEANER:** Use powdered carpet cleaners such as Resista® Floor Care Cleaner or comparable product.

**DRY CLEANING FLUID:** Use caution when using a dry cleaning fluid. A non-flammable spot removal solution is preferred. Transfer solution to the spot with a damp towel-do not apply directly to the spot since direct contact may destroy the backing.

**NAIL POLISH REMOVER (without conditioners):** Two types of nail polish removers are available. One type contains acetone, a dry cleaning solvent. Use the same precautions as with other dry cleaning solutions. The second type contains amyl acetate, which is used in many paint, oil, and grease removers. Amyl acetate nail polish remover leaves residue that may cause rapid soiling. When using, always rinse the area thoroughly with a dry solvent, such as rubbing alcohol. Consult your warranty before using either of these products.

**WHITE VINEGAR SOLUTION:** Mix one (1) cup vinegar with two (2) cups water.

## Carpet Spot Removal Methods

### METHOD A

1. APPLY A DRY CLEANING SOLVENT – onto a damp towel
2. BLOT – don't rub
3. REPEAT solvent application as above, do not apply directly to carpet
4. BLOT – don't rub
5. WATER – apply with a damp towel
6. BLOT – finish with weighted pad of paper towels

### METHOD B

1. SCRAPE or BLOT up excess spill
2. APPLY DETERGENT SOLUTION – onto a damp towel
3. BLOT – don't rub
4. APPLY WHITE VINEGAR (undiluted) – using a damp towel
5. BLOT – don't rub
6. WATER – apply with damp sponge
7. BLOT – finish with weighted pad of paper towels

### METHOD C

1. SCRAPE or BLOT up excess spill
2. APPLY dry baking soda
3. SCRAPE and VACUUM
4. WATER – use damp sponge to rinse remaining baking soda – don't over-wet
5. BLOT – don't rub
6. APPLY DETERGENT SOLUTION – onto a damp towel
7. WATER – rinse as above
8. BLOT – don't rub – dry well
9. APPLY DRY POWDER CLEANER
10. VACUUM

### METHOD D

1. SCRAPE or BLOT up excess spill
2. FREEZE with ice cubes
3. SHATTER – with blunt object like the back of a large spoon
4. VACUUM chips away before they melt

### METHOD E

1. APPLY NAIL POLISH REMOVER (non-oily type) – use cotton swab to apply to the spill – don't wet through to carpet backing
2. PICK UP SOFTENED MATERIALS – use clean white paper towels and push toward the center of the spill each time to avoid spreading the stain
3. REPEAT ABOVE – soften and carefully remove a layer of the spill each time – haste may spread the stain and/or damage the carpet

### METHOD F

1. SCRAPE or BLOT up excess spill
2. APPLY DETERGENT SOLUTION – use damp towel – leave on three to five minutes
3. BLOT – don't rub
4. APPLY WHITE VINEGAR (undiluted) – using a damp towel
5. BLOT – finish with weighted pad of paper towels

### METHOD G

1. SCRAPE off excess material
2. COVER with BROWN PAPER
3. APPLY WARM IRON until material is absorbed. Be sure paper is large enough to cover the stained area. Take care never to touch the iron to the carpet as the fiber may melt
4. CHANGE PAPER or ROTATE to clean area and repeat until all material is absorbed

### METHOD H

1. VACUUM away as much as possible
2. LOOSEN the remaining material by tapping with a scrub brush or toothbrush – tap and brush – do not scrub
3. VACUUM
4. APPLY DRY POWDER
5. TAP with BRUSH to work powder into carpet tufts – do not scrub
6. LET POWDER DRY – one hour or more
7. VACUUM
8. REPEAT dry powder application, if necessary

# CARPET STAIN REMOVAL CHART



	METHOD							
	A	B	C	D	E	F	G	H
Asphalt/Tar	*							
Beer		*						
Berries		*				*		
Blood		*						
Butter/Shortening	*							
Candle wax				*			*	
Candy (sugar)		*						
Catsup/Mustard			*			*		
Chalk								*
Charcoal					*			
Chewing gum	*			*				
Chocolate		*						
Coffee/Tea		*				*		
Cooking Oil	*		*					
Crayon	*	*						
Dirt		*	*					
Dyes (blue, black, green, red)						*		
Excrement		*						
Foundation (makeup)	*	*						
Fruit drinks/Soft drinks			*			*		
Furniture polish	*							
Grass	*				*			
Grease (auto, food)	*							
Glue (white)		*	*					
Glue (hobby)	*				*			
Ice cream		*						
Ink (marker, pen, India)	*					*		
Lipstick/Mascara	*							
Mayonnaise		*						
Mildew						*		
Milk		*						
Mixed drinks (liqueurs)		*				*		
Mud		*						
Nail polish					*			
Newsprint	*							
Paint (latex)		*						
Paint (oil)	*							
Papier-Maché		*						
Pet food			*			*		
Play-Doh	*							
Shoe polish	*					*		
Urine (dry or fresh)		*						
Vomit			*					
Wine (red)						*		
Wine (white)		*						
Unknown	*	*						

\*\*\* For an extensive stain removal chart please reference the CRI website at [www.carpet-rug.org](http://www.carpet-rug.org).

## EXCLUSIVE CARPET ONE FLOOR & HOME® SELECTAFLOOR™ CARPET WARRANTIES

 <b>TITANIUM</b> SERIES	<b>120</b> DAY <i>Beautiful</i> GUARANTEE	<b>25</b> YEAR wear	<b>25</b> YEAR texture retention	<b>LIFE</b> OF FLOOR soil	<b>LIFE</b> OF FLOOR stain	<b>LIFE</b> OF FLOOR installation
	<p><i>THE TITANIUM SERIES</i> offers the ultimate level of performance and protection.</p>					

 <b>PLATINUM</b> SERIES	<b>90</b> DAY <i>Beautiful</i> GUARANTEE	<b>20</b> YEAR wear	<b>20</b> YEAR texture retention	<b>LIFE</b> OF FLOOR soil	<b>LIFE</b> OF FLOOR stain	<b>LIFE</b> OF FLOOR installation
	<p><i>THE PLATINUM SERIES</i> provides an excellent level of warranty protection, making it a great flooring choice for the active home.</p>					

NOTE: Resista® carpet features a 10-Year No Exclusion Stain Warranty

 <b>GOLD</b> SERIES	<b>60</b> DAY <i>Beautiful</i> GUARANTEE	<b>15</b> YEAR wear	<b>15</b> YEAR texture retention	<b>15</b> YEAR soil	<b>LIFE</b> OF FLOOR stain	<b>LIFE</b> OF FLOOR installation
	<p><i>THE GOLD SERIES</i> is distinguished by classic fashion choices and better quality construction.</p>					

NOTE: Resista® carpet features a 10-Year No Exclusion Stain Warranty

 <b>SILVER</b> SERIES	<b>30</b> DAY materials replacement	<b>10</b> YEAR wear	<b>10</b> YEAR texture retention	<b>10</b> YEAR soil	<b>10</b> YEAR stain	<b>LIFE</b> OF FLOOR installation
	<p><i>THE SILVER SERIES</i> provides style options at a good value.</p>					

NOTE: Resista® carpet features a 10-Year No Exclusion Stain Warranty

 <b>BRONZE</b> SERIES	<b>30</b> DAY materials replacement	<b>5</b> YEAR wear	<b>5</b> YEAR stain	<b>LIFE</b> OF FLOOR installation
	<p><i>THE BRONZE SERIES</i> is serviced by an entry-level warranty.</p>			

### Additional Warranties

Select products carry additional limited warranty coverage for Pet Stains (p. 23) , Fade (p. 24), and Resista® (p. 27). See stores for details.



NOTE: Bigelow® Prestige carpets are not covered by SelectAFloor™ warranties. See store for details.



## The Beautiful Guarantee®

Carpet flooring products with a Titanium, Platinum, or Gold SelectAFloor™ warranty carry The Beautiful Guarantee®\* (see page 14 for specific warranty terms). If after installation and during the terms of The Beautiful Guarantee® you wish to change your new carpet for a different SelectAFloor™ style or color, your Carpet One Floor & Home® retailer will replace it free with another SelectAFloor™ carpet style or color of equal or lesser value. Should you wish to replace your flooring with a SelectAFloor™ carpet upgrade, you may do so by paying the difference in retail price. Any increase in cost due to industry price increases will be the consumer's responsibility. No monetary compensation will be paid if a lower priced carpet is selected.

This is a one-time only replacement and does not include replacement of cushion. Simply call your Carpet One Floor & Home® retailer within the time frame of the warranty and indicate you wish to choose another SelectAFloor™ carpet under The Beautiful Guarantee®. This is a replacement warranty and does not apply to matters covered by other warranties.

Replacement includes material and labor. Labor to move furniture, permanent construction (built-ins such as cabinets and bookcases), equipment, or electronics is the responsibility of the customer.

No replacement will be made with respect to carpet that has been glued down, subjected to abuse, vandalism, alteration; or damage caused by smoke, fire, flood, wind, lightning, or any other casualty event. This warranty applies only to the original purchaser of a Carpet One Floor & Home® style carpet that has been professionally installed in an owner occupied residence by a Carpet One Floor & Home® retailer or Carpet One Floor & Home® authorized independent installer.

NOTE: Custom installations of any carpet installed with inserts or a border are excluded from The Beautiful Guarantee®.

\* Area rugs are excluded from this warranty.

## No Questions Asked Replacement Warranty

At Carpet One Floor & Home®, carpets with a Silver or Bronze SelectAFloor™ warranty carry a No Questions Asked Replacement Warranty\*. During the period of your warranty† after your carpet is installed, if you wish to change the style or color of your new SelectAFloor™ carpet, your Carpet One Floor & Home® retailer will replace it with another SelectAFloor™ carpet style or color of equal or lesser value, or if the carpet has been discontinued, carpet of comparable quality will be substituted. Should you wish to replace the carpet with a Carpet One Floor & Home® SelectAFloor™ carpet upgrade, you may do so by paying the difference in retail price. No monetary compensation will be paid if a lower priced carpet is selected.

\* Area rugs are excluded from this warranty.

† The period specified by the warranty level of the product purchased. (See General Terms and Conditions on pages 25-26 for other conditions that apply.)

This is a one-time only replacement and does not include replacement of cushion, labor for carpet removal or labor for installation of replacement carpet. Simply call your Carpet One Floor & Home® retailer within the time frame of the warranty and indicate you wish to choose another SelectAFloor™ carpet under the No Questions Asked Replacement Warranty. This is a replacement warranty and does not apply to matters covered by other warranties.

No replacements will be made with respect to carpet that has been glued down, subjected to abuse, vandalism, alteration; or damage caused by smoke, fire, flood, wind, lightning, or any other casualty event. This warranty applies only to the original purchaser of a Carpet One Floor & Home® style carpet that has been professionally installed in an owner occupied residence by a Carpet One Floor & Home® retailer or Carpet One Floor & Home® authorized independent installer.

NOTE: Custom installations of any carpet installed with inserts or a border are excluded from the No Questions Asked Warranty.

### Limited Wear Warranty\*

Your Carpet One Floor & Home® retailer warrants that with proper care and maintenance the pile of your new carpet will not wear by more than 10% by weight from normal foot traffic for the period specified by the warranty level of the product purchased.

Wear is defined as abrasive fiber loss and not a change in appearance. "Shading," sometimes referred to as "watermarking" or "pooling," is an inherent characteristic of some fine cut pile carpets and is not considered a manufacturing defect. Should you feel that your carpet is not wearing properly, contact your Carpet One Floor & Home® retailer. If your carpet suffers excessive wear (more than 10% by weight) during the warranty period, your Carpet One Floor & Home® retailer will replace the affected area (the worn area and adjacent areas extending to the nearest wall, doorway, or entrance) with identical carpet; or if the carpet has been discontinued, carpet of comparable quality will be substituted.

Any charges for carpet disposal, new padding, or moving furniture, equipment, etc., are the customer's responsibility. This Limited Wear Warranty does not apply to carpet installed on stairs and in high moisture areas such as bathrooms, kitchens, boats, etc. This limited warranty covers only abrasive wear resulting in loss of fiber. Wear or damage from tears, pulls, cuts, pilling, shedding, matting, crushing, shading or pile reversal, burns, pets, improper cleaning, improper installation, or defective construction is specifically excluded.

Responsibility for labor to replace carpet under this limited warranty varies with each style, however, labor is covered for a minimum of one year. Beyond



one year, in most cases, labor is not covered. Some mills may make exceptions on a case-by-case basis.

The Usage Fee will be determined as a percentage of the original purchase price, as follows:

**0-20 YEAR PRO-RATED SCHEDULE\*\***

1 <sup>st</sup> - 5 <sup>th</sup> Year	No Usage	8 <sup>th</sup> Year	70% Usage
6 <sup>th</sup> Year	50% Usage	9 <sup>th</sup> Year	80% Usage
7 <sup>th</sup> Year	60% Usage	10 <sup>th</sup> - 20 <sup>th</sup> Year	90% Usage

EXCEPTION: Tigressá® and Oath by Resista® carpet wear warranties cover stairs and hallways for 10 years.

NOTE: Some manufacturer warranties differ. Please see store for details on your particular carpet.

(See General Terms and Conditions pages 25-26 for other conditions that apply.)



NEUTRALIZE™

Goodbye germs. Hello home.™

Any Carpet One Floor & Home® carpet that has a Wear Warranty and is professionally installed as a Neutralize™ installation will qualify for the **Double Wear Warranty\*\*\***. This warranty applies to Carpet One Floor & Home styles and approved manufacturers only. Replacement carpet is on a pro-rated schedule which is outlined on page 20. For those carpets without a

Carpet One Floor & Home warranty but is that of an approved manufacturer\*\*\*\*, the manufacturer’s Wear Warranty and pro-rated schedule will apply.

\*Area Rugs are excluded from this warranty.

\*\* Except for Lees® carpet. See pro-rated schedule on page 33.

\*\*\* See Neutralize™ Pro-rated schedule on page 20 for usage fee that applies.

\*\*\*\* See store for details.

(See General Terms and Conditions on pages 25-26 for other conditions that apply.)

**Limited Texture Retention Warranty\***

Many of our carpet styles carry a limited warranty that the surface pile will not exhibit abnormal loss of texture retention from normal foot traffic in residential use for the term of the warranty. Texture retention is defined as the ability of the carpet tufts to retain their visible shape as measured by the degree of bursting, opening, or untwisting of the tufts at the surface of the carpet. Texture retention is measured by using an international standardized rating scale ranging from 5.0 (new or no change) to 1.0 (severe change), CRI TM-101.

Please note: Carpets depress under weight and often show footprints and vacuum marks. These inherent characteristics do not meet the definition of loss of texture retention. Over time all carpets will lose some of their twist and exhibit what is termed as “tip bloom.” This is normal and is not considered loss of texture retention. Abnormal loss of texture retention is defined as a rating of less than 2.5 when measured against standardized rating scales.

Changes in appearance caused by soiling or furniture depressions are specifically excluded. “Shading,” sometimes referred to as “watermarking” or “pooling,” is an inherent characteristic of some fine cut pile carpets and is not considered a manufacturing defect. This Limited Texture Retention Warranty does not apply to carpet installed on stairs and in high moisture areas such as bathrooms, kitchens, boats, etc. Should loss of texture retention occur during the covered period of this limited warranty, those affected areas (and adjacent areas extending to the nearest wall, doorway, or entrance) will be replaced with the same carpet. If the carpet has been discontinued, carpet of comparable quality will be substituted. During the first five years of the texture retention warranty\*\*, there will be no charge for replacement carpet. Beyond the first five years, replacement carpet is pro-rated based on the number of years it has been installed. (See pro-rated schedule on page 24.)

Responsibility for labor to replace carpet under the warranty varies with each style, however, labor is covered for a minimum of one year. Beyond one year, in most cases, labor is not covered. Some mills may make exceptions on a case-by-case basis.

Stairs and commercial installations are excluded. This limited warranty does not cover defects caused by abuse, accidents, and crushing caused by furniture or objects other than foot traffic. Carpet installed outdoors or in areas subjected to high levels of moisture, such as bathrooms, kitchens, boats, etc., are excluded.



NEUTRALIZE™

Goodbye germs. Hello home.™

Any Carpet One Floor & Home® carpet that has a Texture Retention Warranty and is professionally installed as a Neutralize™ installation (with Neutralize™ cushion) will qualify for the **Double Texture Warranty**\*\*\*. This warranty applies to Carpet One Floor & Home styles and approved manufacturers only. Replacement carpet is on a pro-rated schedule which is outlined on page 20. For those carpets without a Carpet One Floor & Home warranty but is that of an approved manufacturer\*\*\*\*, the manufacturer's Texture Retention Warranty and pro-rated schedule will apply.

\*Area Rugs are excluded from this warranty.

\*\* Except for Lees® carpet. See pro-rated schedule on page 33.

\*\*\* See Neutralize™ Pro-rated schedule on page 20 for usage fee that applies.

\*\*\*\* See store for details.

(See General Terms and Conditions on pages 25-26 for other conditions that apply.)



## Limited Soil Warranty

Over time, any carpet may change color due to the accumulation of dry soil from foot traffic. If after following the recommended carpet care and cleaning procedures as essential to minimize color change due to deposits of dry soil as a result of foot traffic from normal, indoor household use which cannot be corrected, your warranty includes repairing or replacing any area of the carpet that does not perform as warranted. "Life of Floor" means the length of the Limited Wear Warranty specified by the warranty level corresponding to the carpet you purchased. See Warranty Information on page 14 for specific warranties on your purchase.

To qualify for coverage under this warranty, you must have tried cleaning the affected area of your carpet. If the affected area remains unsatisfactory, then you must have the affected area professionally cleaned. If the affected area still remains unsatisfactory after professional cleaning, you must contact your Carpet One Floor & Home® retailer where purchased within 30 days of the professional cleaning.

This warranty is limited to color changes due to deposits of dry soil as a result of foot traffic from normal indoor household use which cannot be corrected. Specifically excluded are: color changes from grease, asphalt, tar, paints, ink, rust, blood, cement, materials that permanently destroy dyes or alter colors (such as bleaches, acne medications, drain cleaners, and plant food), urine, feces, vomit; appearance or color changes on stairs or due to burns, pets, tears, cuts, pulls, shading or pile reversal; furniture depressions; or athletic equipment.

Responsibility for labor to replace carpet under the limited warranty varies with each style, however, labor is covered for a minimum of one year. Beyond one year, in most cases, labor is not covered. Some mills may make exceptions on a case-by-case basis.

During the first five years of the warranty, there will be no charge for replacement carpet. Replacement carpet is pro-rated based on the number of years it has been installed. The usage fee will be determined as a percentage of the original purchase.

See pro-rated schedule on page 24. For Lees® pro-rated schedule see page 33.

## NEUTRALIZE™ DOUBLE WEAR AND TEXTURE RETENTION PRO-RATED SCHEDULE

CARPET ONE® WARRANTY	STANDARD PRO-RATED SCHEDULE	NEUTRALIZE™ DOUBLE WEAR WARRANTY	NEUTRALIZE™ PRO-RATED SCHEDULE
BRONZE 5 Year	1st - 5th No Usage	10 Year (Usage Applies)	6th Year 50% Usage 7th Year 60% Usage 8th Year 70% Usage 9th Year 80% Usage 10th Year 90% Usage
SILVER 10 Year	1st - 5th No Usage 6th Year 50% Usage 7th Year 60% Usage 8th Year 70% Usage 9th Year 80% Usage 10th Year 90% Usage	20 Year (Usage Applies)	11th Year 50% Usage 12th Year 60% Usage 13th Year 70% Usage 14th Year 80% Usage 15-20th Year 90% Usage
GOLD 15 Year	1st - 5th No Usage 6th Year 50% Usage 7th Year 60% Usage 8th Year 70% Usage 9th Year 80% Usage 10-15th Year 90% Usage	30 Year (Usage Applies)	16th Year 50% Usage 17th Year 60% Usage 18th Year 70% Usage 19th Year 80% Usage 20-30th Year 90% Usage
PLATINUM 20 Year	1st - 5th No Usage 6th Year 50% Usage 7th Year 60% Usage 8th Year 70% Usage 9th Year 80% Usage 10-20th Year 90% Usage	40 Year (Usage Applies)	21th Year 50% Usage 22th Year 60% Usage 23th Year 70% Usage 24th Year 80% Usage 25-40th Year 90% Usage
TITANIUM 25 Year	1st - 5th No Usage 6th Year 50% Usage 7th Year 60% Usage 8th Year 70% Usage 9th Year 80% Usage 10-25th Year 90% Usage	50 Year (Usage Applies)	26th Year 50% Usage 27th Year 60% Usage 28th Year 70% Usage 29th Year 80% Usage 30-50th Year 90% Usage

If your NEUTRALIZE™ installed carpet shows significant loss of **texture retention** (as a result of yarn tufts losing their twist) or exhibits fiber loss by more than 10% by weight from normal foot traffic (**wear**), Carpet One Floor & Home® will arrange a replacement based on the pro-rate schedule (above) from the date of installation.

Notes: The texture of any carpet will change to some degree in heavy traffic areas and is considered normal wear and tear and is not covered under this warranty.

This warranty applies to carpet installed in owner-occupied residential space where no commercial activity takes place and is not transferable.

Labor for the replacement is the responsibility of the customer (removal of the original carpet and labor for installation of replacement carpet).

Replacement is limited to the defective area extending to the nearest wall, doorway or entrance.



## HealthinEX™ Antimicrobial Treatment

An additional advantage with the Neutralize™ installation is the use of HealthinEX™ antimicrobial treatment. HealthinEX™ inhibits bacteria growth, mold and mildew on your subfloor for the “Life of Your Floor”. This brochure and the related materials set forth the warranty applicable to Carpet One Floor & Home® styles or to styles from approved manufacturers when used with HealthinEX™. Details regarding the warranties are available in the store.

If after a Neutralize™ installation and following the recommended carpet care and cleaning procedures essential to maintaining your carpet, you find your carpet is affected by bacteria, mold or mildew from your subfloor, your Carpet One Floor & Home® retailer will arrange for the affected area to be retreated and the carpet and cushion repaired by replacing it with the same style carpet and cushion. If the original carpet/cushion is no longer available or the dye lot cannot be matched, Carpet One Floor & Home® will provide you with a credit toward a replacement style equal to the cost of your existing carpet when purchased, without reduction for the period of time used. The “Life of Your Floor” is equal to the term of the Limited Wear warranty specified by the warranty level corresponding to the carpet you purchased. See Warranty information on page 14 for specific warranties on your purchase.

This warranty is limited to odor-causing bacteria, mold and mildew for carpet under normal indoor household use. It excludes water damage, damage from improper cleaning methods or materials, pets or abuse; use in commercial and industrial environments; and use in other than residential environments under normal traffic conditions, such as in a medical or professional office, even if located in a home.

If the original carpet or same dye lot is no longer available and replacement is required, it will be limited to the affected area extending to the nearest wall, doorway or entrance. The affected area is limited to carpet that is directly affected by odor-causing bacteria, mold or mildew as reported by a certified independent inspector. If the entire installed carpet is not affected, service will be limited to a repair of the carpet to the affected subfloor. This warranty applies only to the original purchaser and installation site and is not transferable.

This warranty is provided by your local Carpet One Floor & Home® retailer where you purchased your carpet. Please contact them for any warranty questions or claims.

(See General Terms and Conditions on pages 25-26 for other conditions that apply.)

## Limited Stain Warranty

Most carpets have been specially treated to resist stains. Stain resistance means the ability of the carpet pile to resist (minimize or withstand) permanent stains. We recommend cleaning spills and accidents immediately upon discovery using the Resista® Floor Care Cleaner.

No carpet is fully stain-proof. Therefore, this limited warranty excludes stains from:

1. Non-food and non-beverage substances
2. Such foods and beverages that contain strongly colored natural substantive dyes as found, for example, in mustard and hot beverages
3. Substances that destroy or change the color of carpets such as bleaches, acne medications, drain cleaners, and plant food/fertilizers
4. Vomit, urine, and feces

The fiber manufacturer provides most stain warranties. Contact the following fiber manufacturers for further information on care and cleaning and limited stain warranties for your specific carpet as specified by the warranty page. Carpets made from fibers by:

ANSO®: Call Anso® Smart Lines Consumer Hotline at 1-800-441-7429

INVISTA®/STAINMASTER: Call 1-800-438-7668

SMARTSTRAND SORONA, WEAR-DATED®: Call 1-800-266-4295

For all other fibers, call your Carpet One Floor & Home® retailer. Should your carpet not perform according to this Limited Stain Warranty for the term of your warranty, the affected area will be repaired or replaced. "Life of Floor" means the length of the Limited Wear Warranty specified by the warranty level corresponding to the carpet you purchased. See Warranty Information on page 14 for specific stain warranties on your purchase. The usage fee will be determined as a percentage of the original purchase.

Responsibility for labor to replace carpet under the Limited warranty varies with each style, however, labor is covered for a minimum of one year. Beyond one year, in most cases, labor is not covered. Some mills may make exceptions on a case-by-case basis.

(See General Terms and Conditions on pages 25-26 for other conditions that apply.)

NOTE: Some manufacturer stain warranties differ. Please see store for details on your particular carpet.

Certain restrictions may apply. See your retailer for more specific information concerning the recommended cleaning methods for your specific carpet.

See pro-rated schedule on page 24. For Lees® pro-rated schedules see page 31.



## Limited Installation Warranty

Your Carpet One Floor & Home® retailer guarantees the quality of workmanship to be professional and in keeping with the standards set by the carpet industry. Should installation service attributable to the original installation be required during the life of your floor, your Carpet One Floor & Home® retailer will provide that service at no cost to you. “Life of Floor” means the length of the Limited Wear Warranty specified by the warranty level corresponding to the carpet you purchased. (See the Warranty Information on page 14 for further details.)

This warranty is valid only for original owner-occupied residential installations performed by a Carpet One Floor & Home® retailer or Carpet One Floor & Home® authorized independent installer and will be invalid if the carpet condition is due to improper maintenance or cleaning, abuse, excessive moisture, vandalism, or alteration.

Please note that in most installations, seams are necessary. Our installers are trained to minimize seams; however, seams are inevitable and will not be invisible. This is quite normal, should be expected, and is not considered a defect under this Limited Installation Warranty.

(See General Terms and Conditions on page 25-26 for other conditions that apply.)

## Limited Pet Stain Warranty



Carpet One warrants that any carpet style marked with the icon will resist stains from pets (domestic dog or cat) urine for the period specified by the warranty level of the product purchased from the original date of installation. Stain resistance means the ability of the carpet pile to resist (minimize or withstand) permanent stains. We recommend cleaning pet stains immediately upon discovery using Resista® Floor Care Pet Stain and Odor Eliminator.

If permanent staining should occur that cannot be removed by using recommended suggestions, professional cleaning may be required. This warranty excludes any stains or damage resulting from vomit or feces, or any urine stain other than pet (domestic dog or cat) urine. Odor resulting from the covered pet urine stain is excluded. Wicking may occur requiring the pet urine area to be cleaned more than once. If above-mentioned stains are saturated and result in wicking, these stains will release with additional re-cleaning. Wicking is defined as a reappearance of previously cleaned stains due to liquid remaining in carpet backing or padding. It is strongly recommended that any

remaining moisture be absorbed by placing several layers of white towels over the spot and weighing them down with a heavy object. This step is necessary even when the carpet doesn't seem particularly damp. Cleaning of the affected area should begin immediately upon discovery. The more time that elapses before removal, the more difficult a stain will be to remove.

Responsibility for labor to replace carpet under the Limited Pet Stain Warranty varies with each style, however, labor is covered for a minimum of one year. Beyond one year, in most cases, labor is not covered. Some mills may make exceptions on a case-by-case basis.

### Additional Pet Warranty Terms

Gold	15 Years
Platinum	20 Years
Titanium	25 Years



### Limited Fade Warranty

Carpet One warrants that any carpet style marked with the icon will not show a permanent color change due to exposure to sunlight or exposure to atmospheric contaminants (including ozone or oxides of nitrogen) for the period specified by the warranty level of the product purchased from the original date of installation. Permanent color change is defined as a rating of greater than one unit as measured by the American Association of Textile Chemists and Colorists (AATCC) Gray Scale for standard comparison of the extent of color differences.

### 0-25 YEAR PRO-RATION SCHEDULE FOR STAIN, TEXTURE RETENTION, WEAR, SOIL, PET STAIN, OR FADE

1 <sup>st</sup> - 10 <sup>th</sup> Year	No Usage	13 <sup>th</sup> Year	70% Usage
11 <sup>th</sup> Year	50% Usage	14 <sup>th</sup> Year	80% Usage
12 <sup>th</sup> Year	60% Usage	15 <sup>th</sup> - 25 <sup>th</sup> Year	90% Usage

(See General Terms and Conditions on pages 25-26 for other conditions that apply.)



## General Terms and Conditions for Carpet Warranties

In addition to the requirements previously specified above for each respective limited warranty, the following general terms and conditions apply to each of the limited warranties unless otherwise specified.

1. These limited warranties apply only to carpet installed in owner-occupied residential space where no commercial activity takes place. For purposes of these limited warranties, the terms **“commercial activity”** and **“commercial application”** shall mean an activity or application engaged in for business purposes, regardless of where such activity or application takes place, including but not limited to, such activity or application taking place in a store, office, warehouse, plant, facility, or other place of business or residential dwelling. Area rugs are not covered under these warranties.
2. See fiber manufacturer’s and carpet manufacturer’s separate warranties for the terms and conditions of these warranties. Each fiber manufacturer and carpet manufacturer has its own definitions and limitations with regard to stain, soil, and static resistance. Abnormal matting, crushing, or loss of texture retention from normal foot traffic is defined under the standard rating scales and definitions set forth by each fiber manufacturer or carpet manufacturer, as the case may be.
3. These limited warranties exclude carpet that has been put to abnormal use or conditions, or abused in any way. “Abnormal use or conditions” includes, but is not limited to, water damage from plumbing, storm, or flood; damage from smoke or fire or other casualty event; damage from improper cleaning methods or materials; chairs on wheels; and from improper maintenance. “Abuse” is any use of the carpet that is unreasonable considering the normal and expected uses of a carpet in a residence.
4. To qualify for repair or replacement, the original sales receipt or other documentation that demonstrates proof of purchase must be supplied.
5. All carpet must be installed over proper cushion that meets the HUD UM 72A, Class 1 standards (USA) or CMHC standards in Canada.
6. These warranties apply only to the original purchaser and installation site and are not transferable.\*
7. These warranties apply only to residential installations performed by a Carpet One Floor & Home® retailer or Carpet One Floor & Home® authorized independent installer.

8. Do not apply stain repellent treatments as they are unnecessary and tend to accelerate soiling of carpets. Refer to CRI for approved cleaning products.
9. These warranties apply only if you follow regular carpet care and routine maintenance. Over time, normal foot traffic and soiling of a carpet will cause a change in any carpet's appearance. Most carpets must be professionally cleaned with hot water extraction by an IICRC certified cleaner\*\* at least once every 12-18 months to maintain warranty coverage. Call your Carpet One Floor & Home® retailer for the name of the nearest approved dealer.
10. CARPET ONE FLOOR & HOME® SHALL UNDER NO CIRCUMSTANCES BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL, OR CONSEQUENTIAL DAMAGES BASED UPON THE FOREGOING WARRANTIES, CONTRACTS, NEGLIGENCE, STRICT LIABILITY, OR ANY OTHER LEGAL CLAIM. Some states or provinces do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. The foregoing warranties give you specific legal rights, and you may have other rights that vary from state to state or province to province.
11. If there is a conflict between these general terms and conditions and the limited warranties as specified, the limited warranties as specified shall control.
12. The terms of the warranty begin on the date of the installation.

NOTE: For Lees® Ultra25® Limited Stain Warranty, you must follow the procedures in the 3M Carpet Care Guide, sent to you with your cleaning kit, and report the stain to the 3M Service Center (see actual warranty for further details).

\*All Lees® products are transferable.

\*\*Certain restrictions may apply. See your retailer for more specific information concerning the recommended cleaning methods for your specific carpet.



## RESISTA®



All Carpet One Floor & Home® Resista® styles carry the SelectAFloor™ carpet warranties with the terms being specific to the metal level of the product. (See warranty information on page 14.) In addition to the already enhanced Carpet One Floor & Home® warranties, the manufacturer warrants that the Resista® carpet styles will remain stain resistant to common household food and beverage

substances, without exclusion, for 10 years from the date of the original installation in an owner-occupied residence in a proper indoor installation. The warranty is not transferable and is limited to the original purchaser. These warranties apply only to carpet installed in owner-occupied residential space in which the Resista® carpet was installed by a Carpet One Floor & Home® retailer or Carpet One Floor & Home® authorized independent installer.

For the first five years of the warranty, should your carpet not perform according to the Stain Warranty, the affected area will be replaced with the same carpet, or if no longer available, product of comparable cost. Years six through ten of the carpet would be on a pro-rated schedule as follows:

### 0-10 YEAR PRO-RATED SCHEDULE

1 <sup>st</sup> - 5 <sup>th</sup> Year	No Usage	8 <sup>th</sup> Year	70% Usage
6 <sup>th</sup> Year	50% Usage	9 <sup>th</sup> Year	80% Usage
7 <sup>th</sup> Year	60% Usage	10 <sup>th</sup> Year	90% Usage

This Limited Residential Warranty covers common household food and beverage stains. No carpet is completely stain-proof; therefore, this warranty excludes stains from: non-food and non-beverage substances and substances which destroy or change the color of carpets such as bleach, acne medication, caustic chemicals, insecticides, plants, plant food, iodine, very strong dyes, acids, feces, urine, and vomit.

Responsibility for labor to replace carpet under this warranty varies with each style, however, labor is covered for a minimum of one year. Beyond one year, in most cases, labor is not covered. Some mills may make exceptions on a case-by-case basis.

(See General Terms and Conditions on pages 25-26 for other conditions that apply.)

## RESISTA® 3.0



All Resista® 3.0 styles carry an elevated SelectAFloor™ Platinum+ warranty. In addition to the already enhanced Platinum Resista® warranties, the manufacturer warrants that the Resista® 3.0 carpet styles will remain stain resistant with no exclusions, for ten years from the date of the original installation in an owner-occupied residence in a proper indoor installation. The warranty is not transferable and is limited to the original purchaser.



## OATH BY RESISTA®

 <b>PLATINUM+</b> SERIES	 	<b>90</b> DAY Beautiful GUARANTEE	<b>20</b> YEAR wear	<b>20</b> YEAR texture retention	<b>LIFE</b> OF FLOOR soil	<b>LIFE</b> OF FLOOR stain	<b>LIFE</b> OF FLOOR installation	<b>10</b> YEAR no exclusions stain
<i>THE PLATINUM SERIES</i> provides an excellent level of warranty protection, making it a great flooring choice for the active home.								

All Oath by Resista® styles carry an elevated SelectAFloor™ Platinum+ warranty. In addition to the already enhanced Platinum Resista® warranties, the manufacturer warrants that the Oath by Resista® carpet styles will remain stain resistant with no exclusions, for ten years from the date of the original installation in an owner-occupied residence in a proper indoor installation. The warranty is not transferable and is limited to the original purchaser.





## RELAX, IT'S... LEES® ULTRA25® STAIN WARRANTY

Only Lees® carpet featuring Ultra25® carries the exclusive “No Exclusions” Ultra25® Limited Stain Warranty that covers all types of stains... even those that other carpet warranties don't, including pet stains, grease, mustard, coffee, cola, even bleach. If your Lees® carpet or area rug becomes stained within 25 years from the original date of purchase and you cannot remove the stain using the recommended procedures in the 3M Carpet Care Guide (which you will receive in the mail after your carpet purchase), the 3M Service Center will be responsible for removing the stain free of charge (subject to “NOTE” on page 32). If the stain cannot be removed, the 3M Service Center will arrange for the replacement of the affected area (the stained and adjacent areas extending to the nearest wall, doorway, or entrance) with identical carpet or Lees® carpet of comparable cost. If replacement carpet is not available and a reselection of a higher priced Lees® product is authorized by 3M, the customer must pay the difference in retail price. Selection of replacement carpet other than Lees® will void the remainder of the Ultra25® Limited Stain Warranty.

If replacement for a food, beverage or pet urine (cat and dog only) stain claim is authorized in the first ten years of the warranty, there will be no charge for the replacement carpet. If replacement for a food, beverage, or pet urine stain is authorized in the 11th through 25<sup>th</sup> year of the warranty, customer will be responsible for paying a fee for the replacement carpet amounting to half of the purchase price of the original carpet.

If replacement for stains caused by other than food, beverage or pet urine is authorized in the first five years of the warranty, there will be no charge for the replacement carpet. If the replacement for stains caused by other than food, beverage or pet urine is authorized in the 6th through 25<sup>th</sup> year of the warranty, customer will be responsible for paying a fee for the replacement carpet amount to half of the purchase price of the original carpet.

In all replacements, customer will be responsible for paying for any cushion and labor plus disposal costs for stained carpet and cushion. For custom area rugs, the customer will be responsible for any cutting, sculpting, binding, serging, tape or backing costs.

### 0-25 YEAR PRO-RATION SCHEDULE FOR FOOD, BEVERAGE OR PET URINE STAINS

1 <sup>st</sup> - 10 <sup>th</sup> Year	No Usage	11 <sup>th</sup> - 25 <sup>th</sup> Year	50% Usage
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### 0-25 YEAR PRO-RATION SCHEDULE FOR STAINS OTHER THAN FOOD, BEVERAGE OR PET URINE

1 <sup>st</sup> - 5 <sup>th</sup> Year	No Usage	6 <sup>th</sup> - 25 <sup>th</sup> Year	50% Usage
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All stains must be reported to the 3M Service Center within five days of occurrence, and all replacements must be completed within six months of the first report of the stain to the 3M Service Center. Disposal of original carpets or custom area rugs is required. Customer must retain the original receipt for the purchased carpets or custom area rugs.

Exceptions: Lees® carpet wear warranties cover stairs and hallways.

### **This Limited Stain Warranty only applies to:**

1. Lees® carpets and custom area rugs professionally installed by your Carpet One Floor & Home® retailer or authorized independent installer in owner-occupied residential space where no commercial activity, including rental or day care, takes place.
2. Lees® carpets and custom area rugs that have been properly maintained which includes prompt attention to spots and spills using the recommended procedures in the 3M Carpet Care Guide. Failure to follow the carpet care requirements will void this warranty.
3. Lees® carpets and custom area rugs that have been professionally cleaned at least once every 12-18 months from the date of installation by a carpet cleaning technician using hot water extraction (you must retain your cleaning receipts). While cleaning can be performed by any company, we recommend that you use only approved cleaning technicians. Improper or incorrectly performed cleaning voids this warranty. Call the 3M Service Center at 1-800-352-6789 for the name of the nearest approved cleaner.
4. Stains not covered by other warranties. If another warranty applies, it must be used.

**NOTE:** Some stains may reappear after removal due to residual soiling or the volume of liquid that may have soaked into the carpet cushion or backing. Warranty coverage for these non-permanent stains is limited to telephone stain removal assistance by a customer calling 1-800-352-6789 and, if necessary, a maximum of two professional cleaner visits. **SPECIAL NOTE:** *Complete elimination of this type of stain may require cushion replacement, applicable material, and labor charges at customer's expense.*

This is not a cleaning contract and specifically excludes discoloration due to general soiling. See Limited Soil Warranty on page 19 for Soil Warranty details. Neither 3M nor Carpet One Floor & Home® are responsible for damage caused by wear, crushing, matting, color fading, resoiling; or damage caused by smoke, fire, flood, wind, lightning, or any other casualty event; or for stains or damage from plumbing or appliance failure; or for carpet that has been burned, torn, cut, or stained due to improper maintenance, abuse, vandalism, or alteration.



To obtain service under this Limited Stain Warranty, send the service request form from the 3M Carpet Care Guide (which you will receive in the mail after your carpet purchase), along with receipts for the required cleaning to the 3M Service Center, 2200 West County Road C, Roseville, MN 55113. Service request forms must be postmarked within five days of occurrence of stains that you are unable to remove using the recommended procedures (additional service request forms are available from the 3M Service Center). Service can also be obtained by calling 1-800-352-6789 within five days of the occurrence of the stain and is only available in the U.S. and Canada.

This Limited Stain Warranty may be transferred to a new owner of the carpet for a service fee of \$100.00. This transfer must be handled by the original purchaser before the sale of the home. Warranty coverage for custom area rugs cannot be transferred. Contact the 3M Service Center for details at 1-800-352-6789.

The obligation of your Carpet One Floor & Home® retailer and 3M under this Limited Stain Warranty shall be limited to removing the stain, and if the stain cannot be removed, to replacing the carpet (or affected portion thereof) or custom area rug. This Limited Stain Warranty gives you specific legal rights, and you may have other rights which vary from state to state or province to province.

During the first ten years of the Relax, It's... Lees® texture retention, wear, or soil warranty, there will be no charge for replacement carpet or labor. Beyond the first ten years, replacement carpet is pro-rated based on the number of years it has been installed. (See proration schedule below.) After the 10th year, labor charges for re-installation are the responsibility of the customer.

### 0-25 YEAR PRO-RATED SCHEDULE FOR TEXTURE RETENTION, WEAR, SOIL, AND FADE

1 <sup>st</sup> - 10 <sup>th</sup> Year	No Usage	13 <sup>th</sup> Year	70% Usage
11 <sup>th</sup> Year	50% Usage	14 <sup>th</sup> Year	80% Usage
12 <sup>th</sup> Year	60% Usage	15 <sup>th</sup> - 25 <sup>th</sup> Year	90% Usage

(See General Terms and Conditions on pages 25-26 for other conditions that apply.)



### LIMITED FADE WARRANTY

Carpet One warrants that Lees® carpets will not show a permanent color change due to exposure to sunlight or exposure to atmospheric contaminants (including ozone or oxides of nitrogen) for the period specified by the warranty level of the product purchased from the original date of installation. Permanent color change is defined as a rating of greater than one unit as measured by the American Association of Textile Chemists and Colorists (AATCC) Gray Scale for standard comparison of the extent of color differences.

## TIGRESSA® EXCLUSIVE WARRANTIES

### Limited Lifetime Waterproof Warranty for Tigressá® H2O™

When installed following manufacturer's instructions and used under normal residential traffic conditions with proper care and maintenance, your Carpet One Floor & Home® retailer warrants to the original buyer, that carpet produced with the Tigressá® H2O™ carpet protection system will keep liquid spills above the backing polymer layer. The warranty covers topical moisture. As long as the water does not flow over the edge of the surface (i.e. edge of the room), water will evaporate before passing through the carpet backing to the subfloor.

This limited warranty does not apply to damage caused by water or moisture in the subfloor or underneath the flooring, including but not limited to damage from subfloor hydrostatic pressure or other conditions that result in water or moisture being under the floor. "Lifetime" means the length of the Limited Wear Warranty specified by the warranty level corresponding to the carpet you purchased. (See page 14 for specific warranty terms.)

Responsibility for labor to replace carpet varies with each style, however, labor is covered for a minimum of one year. Beyond one year, in most cases, labor is not covered.

During the first five years of the warranty, there will be no charge for replacement carpet should carpet replacement become necessary under this warranty. Carpet will be replaced under the warranty with the same style of carpet if available, or, if not available, with the style of carpet currently available that most closely approximates the original. After five years, replacement carpet is subject to a usage fee based on the number of years it has been installed. The usage fee will be determined as a percentage of the original purchase as follows:

### 0-20 YEAR PRO-RATED SCHEDULE - WATERPROOF WARRANTY

1 <sup>st</sup> - 5 <sup>th</sup> Year	No Usage	8 <sup>th</sup> Year	70% Usage
6 <sup>th</sup> Year	50% Usage	9 <sup>th</sup> Year	80% Usage
7 <sup>th</sup> Year	60% Usage	10-20 <sup>th</sup> Year	90% Usage

(See General Terms and Conditions on pages 25-26 for other conditions that apply.)



## Limited Lifetime Pet Proof Warranty for Tigressá® H2O™

Your Carpet One Floor & Home® retailer warrants that your Tigressá® H2O™ carpet will resist staining caused by pet (domestic cat or dog) stains, including urine, feces, and vomit. Stain resistance means the ability of your carpet pile to resist (i.e., minimize or withstand) permanent stains for the lifetime of your carpet. Additionally, Tigressá® H2O™ carpet will not retain pet or smoke odors after cleaning.

This warranty excludes any urine, feces, or vomit stains other than from pets (domestic dog or cat). Odor resulting from any urine, feces or vomit stains other than from pets is excluded. Wicking may occur requiring the stained area to be cleaned more than once. If above-mentioned stains are saturated and result in wicking, these stains will release with additional re-cleaning. Wicking is defined as a reappearance of previously cleaned stains due to liquid remaining in carpet backing or padding, although Tigressá® H2O™'s backing will minimize this condition. "Lifetime" means the length of the Limited Wear Warranty. (See page 14 for specific warranty terms.)

Cleaning of the affected area should begin immediately upon discovery. The more time that elapses before removal, the more difficult a stain will be to remove. We recommend cleaning pet stains using Resista® Floor Care Pet Stain and Odor Eliminator.

Responsibility for labor to replace carpet varies with each style, however, labor is covered for a minimum of one year. Beyond one year, in most cases, labor is not covered.

During the first five years of the warranty, there will be no charge for replacement carpet should carpet replacement become necessary under this warranty. Carpet will be replaced under the warranty with the same style of carpet if available, or, if not available, with the style of carpet currently available that most closely approximates the original. After five years, replacement carpet is subject to a usage fee based on the number of years it has been installed. The usage fee will be determined as a percentage of the original purchase as follows:

### 0-20 YEAR PRO-RATED SCHEDULE - PET PROOF

1 <sup>st</sup> - 5 <sup>th</sup> Year	No Usage	8 <sup>th</sup> Year	70% Usage
6 <sup>th</sup> Year	50% Usage	9 <sup>th</sup> Year	80% Usage
7 <sup>th</sup> Year	60% Usage	10-20 <sup>th</sup> Year	90% Usage

(See General Terms and Conditions on pages 25-26 for other conditions that apply.)

## **INNOVIA XTREME CLEAN™ EXCLUSIVE WARRANTIES**

### **Limited Lifetime Pet Proof Warranty for INNOVIA XTREME CLEAN™, INNOVIA TOUCH XTREME CLEAN™ and INNOVIA TOUCH XTREME CLEAN™ DREAM**

Your Carpet One Floor & Home® retailer warrants that the surface pile of your INNOVIA XTREME CLEAN™, INNOVIA TOUCH XTREME CLEAN™ and INNOVIA TOUCH XTREME CLEAN™ DREAM carpet will resist staining caused by all domestic pet stains, including urine, feces, and vomit for the lifetime of your carpet. Stain resistance means the ability of your carpet to resist (i.e. minimize or withstand) permanent stains.

Wicking may occur requiring the stained area to be cleaned more than once. If above-mentioned stains are saturated and result in wicking, these stains will release with additional re-cleaning. Wicking is defined as a reappearance of previously cleaned stains due to liquid remaining in carpet backing or padding. "Lifetime" means the length of the Limited Wear Warranty. (See page 14 for specific warranty terms.)

Cleaning of the affected area should begin immediately upon discovery. The more time that elapses before removal, the more difficult a stain will be to remove. We recommend cleaning pet stains using Resista® Floor Care products.

Specifically excluded from this warranty is damage or stains caused by any urine, feces, or vomit from other than domestic pets.

Carpet One Floor & Home®'s Limited Lifetime Pet Proof Warranty for INNOVIA XTREME CLEAN™, INNOVIA TOUCH XTREME CLEAN™ and INNOVIA TOUCH XTREME CLEAN™ DREAM is transferable. Any transfer must be handled by the original purchaser before the sale of the home. Stairs and hallways are covered. Replacement includes material and labor. Labor to move furniture, permanent construction (built-ins such as cabinets and book cases), equipment or electronics is the responsibility of the customer. This warranty is non prorated.

(See General Terms and Conditions on pages 25-26 for other conditions that apply.)



# EXCLUSIVE<sup>®</sup> CARPET ONE FLOOR & HOME<sup>®</sup> SELECTAFLOOR<sup>™</sup> COMMERCIAL CARPET WARRANTIES

 <b>GOLD</b> SERIES	<b>90</b> DAY <i>The Beautiful</i> GUARANTEE <sup>®</sup>	<b>LIFE</b> OF FLOOR wear	<b>LIFE</b> OF FLOOR stain	<b>LIFE</b> OF FLOOR performance backing	<b>LIFE</b> OF FLOOR installation
		<i>THE GOLD SERIES</i> is distinguished by classic fashion choices and better quality construction.			

NOTE: The Beautiful Guarantee<sup>®</sup> only applies to residential installations.

 <b>SILVER</b> SERIES	<b>60</b> DAY materials replacement	<b>15</b> YEAR wear	<b>12</b> YEAR stain	<b>15</b> YEAR performance backing	<b>LIFE</b> OF FLOOR installation
		<i>THE SILVER SERIES</i> provides style options at a good value.			

 <b>BRONZE</b> SERIES	<b>30</b> DAY materials replacement	<b>10</b> YEAR wear	<b>10</b> YEAR stain	<b>10</b> YEAR performance backing	<b>LIFE</b> OF FLOOR installation
		<i>THE BRONZE SERIES</i> is serviced by an entry-level warranty.			

## The Beautiful Guarantee<sup>®</sup>

Carpet flooring products from the commercial series with a Gold SelectAFloor<sup>™</sup> warranty carry The Beautiful Guarantee<sup>®</sup> when installed in a residential application (see above for complete details of warranty terms). If at any time after installation and during the term of The Beautiful Guarantee<sup>®</sup> you wish to change your new carpet for a different SelectAFloor<sup>™</sup> style or color, your Carpet One Floor & Home<sup>®</sup> retailer will replace it free with another SelectAFloor<sup>™</sup> carpet style or color of equal or lesser value. Should you wish to replace your flooring with a SelectAFloor<sup>™</sup> carpet upgrade, you may do so by paying the difference in retail price. No monetary compensation will be paid if a lower priced carpet is selected.

This is a one-time only replacement and does not include replacement of cushion. Simply call your Carpet One Floor & Home<sup>®</sup> retailer within the time frame of the warranty and indicate you wish to choose another SelectAFloor<sup>™</sup> commercial series carpet under The Beautiful Guarantee<sup>®</sup>. This is a replacement warranty and does not apply to matters covered by other warranties.

Replacement includes material and labor. Labor to move furniture, permanent construction (built-ins such as cabinets and bookcases), equipment, or electronics is the responsibility of the customer.

No replacement will be made with respect to carpet that has been glued down, subjected to abuse, vandalism, alteration; or damage caused by smoke, fire, flood, wind, lightning, or any other casualty event. This warranty applies only to the original purchaser of a Carpet One Floor & Home® style carpet that has been professionally installed by a Carpet One Floor & Home® retailer or Carpet One Floor & Home® authorized independent installer.

NOTE: Custom installations of any carpet installed with inserts or a border are excluded from The Beautiful Guarantee®. Those styles installed in a commercial environment will carry the No Questions Asked Replacement Warranty.

### No Questions Asked Replacement Warranty

At Carpet One Floor & Home®, carpet flooring products from the commercial series with a Gold, Silver, or Bronze SelectAFloor™ warranty carry a No Questions Asked Replacement Warranty\* when installed in commercial applications of 500 square yards or less. Should the replacement area extend beyond 500 square yards, both material and labor for the additional area can be replaced; however, the cost to do so is the customer's responsibility.

**Commercial SelectAFloor™ styles in a residential application with a Gold, Silver, or Bronze warranty will not be limited to the maximum 500 square yard replacement. (In a residential application, the Gold level will qualify for The Beautiful Guarantee® - see page 37.)** If at any time during the term of your warranty† after your carpet is installed you wish to change the style or color of your new carpet, your Carpet One Floor & Home® retailer will replace it with another style or color of equal or lesser value; or if the carpet has been discontinued, carpet of comparable quality will be substituted. Should you wish to replace the carpet with a Carpet One Floor & Home® SelectAFloor™ carpet upgrade, you may do so by paying the difference in retail price. No monetary compensation will be paid if a lower priced carpet is selected.

This is a one-time only replacement and does not include replacement of cushion, labor for carpet removal or labor for installation of replacement carpet. Simply call your Carpet One Floor & Home® retailer within the time frame specified in the warranty and indicate you wish to choose another SelectAFloor™ commercial series carpet under the No Questions Asked Replacement Warranty. This is a replacement warranty and does not apply to matters covered by other warranties.

\* Area rugs are excluded from this warranty.

† The period specified by the warranty level of the product purchased.



No replacements will be made with respect to carpet that has been glued down, subjected to abuse, vandalism, alteration; or damage caused by smoke, fire, flood, wind, lightning, or any other casualty event. This warranty applies only to the original purchaser of a Carpet One Floor & Home® style carpet that has been professionally installed by a Carpet One Floor & Home® retailer or Carpet One Floor & Home® authorized independent installer.

(See General Terms and Conditions on pages 43-44 for other conditions that apply.)

NOTE: Custom installations of any carpet installed with inserts or a border are excluded from The No Questions Asked Replacement Warranty.

## Limited Wear Warranty

Your Carpet One Floor & Home® retailer warrants that with proper care and maintenance the pile of your new carpet will not wear by more than 10% by weight from normal foot traffic for the period specified by the warranty level of the product purchased.

Wear is defined as abrasive fiber loss and not a change in appearance. Should you feel that your carpet is not wearing properly, contact your Carpet One Floor & Home® retailer. If your carpet shows excessive wear (more than 10% by weight) during the warranty period, your Carpet One Floor & Home® retailer will replace the affected area (the worn area and adjacent areas extending to the nearest wall, doorway, or entrance) with identical carpet, or if the carpet has been discontinued, carpet of comparable quality will be substituted.

Any charges for carpet disposal, new padding, or moving furniture, equipment, etc. are the customer's responsibility. This Limited Wear Warranty does not apply to carpet installed outdoors, on stairs, and in high moisture areas such as bathrooms, kitchens, boats, etc. This limited warranty covers only abrasive wear resulting in loss of fiber of more than 10% by weight. Wear or damage caused by tears, pulls, cuts, pilling, shedding, matting, crushing, shading, pile reversal, burns, pets, improper cleaning, improper installation, or defective construction is specifically excluded.

Responsibility for labor to replace carpet under this limited warranty varies with each style, however, labor is covered for a minimum of one year. Beyond one year, in most cases, labor is not covered. Some mills may make exceptions on a case-by-case basis.

(See General Terms and Conditions on pages 43-44 for other conditions that apply.)

### Limited Installation Warranty

Your Carpet One Floor & Home® retailer guarantees the quality of workmanship to be professional and in keeping with the standards set by the carpet industry. Should installation service attributable to the original installation be required during the life of your floor, your Carpet One Floor & Home® retailer will provide that service at no cost to you. "Life of Floor" means the length of the Limited Wear Warranty specified by the warranty level corresponding to the carpet you purchased. (See the Warranty Information on page 37 for further details.)

This warranty is valid only for original installations performed by a Carpet One Floor & Home® retailer or Carpet One Floor & Home® authorized independent installer and will be invalid if the carpet condition is due to improper maintenance or cleaning, abuse, excessive moisture, vandalism, or alteration.

Please note that in most installations, seams are necessary. Our installers are trained to minimize seams; however, seams are inevitable and will not be invisible. This is quite normal, should be expected, and is not considered a defect under this Limited Installation Warranty.

(See General Terms and Conditions on pages 43-44 for other conditions that apply.)



## RESISTA® MODULAR CARPET TILE

### Limited Stain Warranty

All Resista® Modular Carpet Tile products carry a Gold commercial series SelectAFloor™ carpet warranty with the terms being specific to the modular carpet tile you ordered (see page 37 for Warranty terms). In addition to the already enhanced Carpet One Floor & Home® warranties, the manufacturer warrants that the Resista® Modular Carpet Tiles will remain stain resistant to common household food and beverage substances, without exclusion, for 10 years from the date of the original installation in a proper indoor commercial space installation. Stain warranty is limited to 20% of the square footage based on the original purchase since the product is modular, and the material required to remedy a stain claim should be limited to the area local and adjacent to the stain. Note that shade variance between the replacement material and the original material may occur; this should not be considered for the purpose of an additional claim. The warranty is not transferable and is limited to the original purchaser. These warranties apply only to carpet installed by a Carpet One Floor & Home® retailer or Carpet One Floor & Home® authorized independent installer.

NOTE: If installed in a residential space The Beautiful Guarantee® applies. (See page 37 for details of the warranty terms.)

This Limited Stain Warranty covers common household food and beverage stains. No carpet is completely stain-proof; therefore, this warranty excludes stains from: non-food and non-beverage substances and substances which destroy or change the color of carpets including, but not limited to, bleach, acne medication, caustic chemicals, insecticides, plants, plant food, iodine, very strong dyes, acids, feces, urine, and vomit.

As with any carpet, a proper preventative maintenance program is important to protect and prolong its appearance. Use the Resista® Floor Care Cleaner or another cleaning method recommended by the carpet manufacturer to maintain their warranty for daily and extended maintenance. It is strongly recommended that cleaning products with a detergent or solvent-base not be used. It is important that spots and spills be removed on a daily basis along with daily vacuuming of high traffic areas with appropriate vacuum.

Responsibility for labor to replace carpet under this limited warranty varies with each style, however, labor is covered for a minimum of one year. Beyond one year, in most cases, labor is not covered. Some mill may make exceptions on a case-by-case basis.

(See General Terms and Conditions on pages 43-44 for other conditions that apply.)

## Limited Wear Warranty

Your Carpet One Floor & Home® retailer warrants that with proper care and maintenance the pile of your new carpet will not wear by more than 10% by weight from normal foot traffic for the period specified by the warranty level of the product purchased.

Wear is defined as abrasive fiber loss and not a change in appearance. If your carpet shows excessive wear (more than 10% by weight) during the warranty period, your Carpet One Floor & Home® retailer will replace the affected area (the worn area and adjacent areas) up to 20% with identical carpet, or if the carpet has been discontinued, carpet of comparable quality will be substituted.

Any charges for carpet disposal or moving furniture, equipment, etc. are the customer's responsibility. This Limited Wear Warranty does not apply to carpet installed on stairs and in high moisture areas such as bathrooms, kitchens, boats, etc. This limited warranty covers only abrasive wear resulting in loss of fiber of more than 10% by weight. Wear or damage from tears, pulls, cuts, pilling, shedding, matting, crushing, shading, pile reversal, burns, pets, improper cleaning, improper installation, or defective construction is specifically excluded.

Responsibility for labor to replace carpet under this limited warranty varies with each style, however, labor is covered for a minimum of one year. Beyond one year, in most cases, labor is not covered. Some mills may make exceptions on a case-by-case basis.

Replacement carpet for the affected area is pro-rated based on the number of years it has been installed. The usage fee will be determined by multiplying the specific percentage for a given year by the original purchase price of the carpet.

### 0-10 YEAR PRO-RATED SCHEDULE

1 <sup>st</sup> - 5 <sup>th</sup> Year	No Usage	8 <sup>th</sup> Year	70% Usage
6 <sup>th</sup> Year	50% Usage	9 <sup>th</sup> Year	80% Usage
7 <sup>th</sup> Year	60% Usage	10 <sup>th</sup> Year & beyond	90% Usage

## Limited Installation Warranty

Your Carpet One Floor & Home® retailer guarantees the quality of workmanship to be professional and in keeping with the standards set by the carpet industry. Should installation service attributable to the original



installation be required during the life of your floor, your Carpet One Floor & Home® retailer will provide that service at no cost to you. “Life of Floor” means the length of the Limited Wear Warranty specified by the warranty level corresponding to the carpet you purchased. (See the Warranty Information on page 37 for further details.)

This warranty is valid only for original installations performed by a Carpet One Floor & Home® retailer or Carpet One Floor Home® authorized independent installer and will be invalid if the carpet condition is due to improper maintenance or cleaning, abuse, excessive moisture, vandalism, or alteration.

Please note that in most installations, seams are necessary. Our installers are trained to minimize seams; however, seams are inevitable and will not be invisible. This is quite normal, should be expected, and is not considered a defect under this Limited Installation Warranty.

(See General Terms and Conditions below for other conditions that apply.)

## General Terms and Conditions for Commercial Carpet Warranties

In addition to the requirements previously specified above for each respective limited warranty, the following general terms and conditions apply to each of the foregoing limited warranties unless otherwise specified.

1. These limited warranties apply only to carpet installed in commercial applications of 500 square yards or less or in owner-occupied residential space. For purposes of these limited warranties, the terms “commercial activity” and “commercial application” shall mean an activity or application engaged in for business purposes, regardless of where such activity or application takes place, including but not limited to, such activity or application taking place in a store, office, warehouse, plant, facility, or other place of business or residential dwelling.
2. Area rugs are not covered under any of these warranties.
3. See fiber manufacturer’s and carpet manufacturer’s separate warranties for the terms and conditions of their warranties which may apply. Each fiber manufacturer and carpet manufacturer has its own definitions and limitations with regard to stain, soil, and static resistance. Abnormal matting, crushing, or loss of texture retention from normal foot traffic is defined under the standard rating scales and definitions set forth by each fiber manufacturer or carpet manufacturer, as the case may be.

4. These limited warranties exclude carpet that has been put to abnormal use or conditions, or abused in any way. "Abnormal use or conditions" includes, but is not limited to, water damage from plumbing, storm, or flood; damage from smoke or fire or other casualty event; damage from improper cleaning methods or materials; chairs on wheels; and from improper maintenance. "Abuse" is any use of the carpet that is unreasonable considering the normal and expected uses of a carpet.
5. To qualify for repair or replacement, the original sales receipt or other documentation that demonstrates proof of purchase must be supplied.
6. All carpet must be installed according to industry standards and installed (if applicable) over Class I, II, or III cushion standards (USA) or CMHC standards in Canada.
7. These warranties apply only to the original purchaser and installation site and are not transferable.
8. These warranties apply only to installations performed by a Carpet One Floor & Home® retailer or a Carpet One Floor & Home® authorized independent installer.
9. These warranties apply only if you follow regular carpet care and routine maintenance. Over time, normal foot traffic and soiling of a carpet will cause a change in any carpet's appearance. Most carpets must be professionally cleaned by hot water extraction by an IICRC certified cleaner\* at least once every 12-18 months (commercial applications would require more frequent cleaning) to maintain warranty coverage. Call your Carpet One Floor & Home® retailer for the name of the nearest approved dealer.
10. CARPET ONE FLOOR & HOME® SHALL UNDER NO CIRCUMSTANCES BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL, OR CONSEQUENTIAL DAMAGES BASED UPON ANY OF THE FOREGOING WARRANTIES, CONTRACTS, NEGLIGENCE, STRICT LIABILITY, OR ANY OTHER LEGAL CLAIM. Some states or provinces do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. The foregoing warranties give you specific legal rights, and you may have other rights that vary from state to state or province to province.
11. If there is a conflict between these general terms and conditions and the limited warranties as specified, the limited warranties as specified shall control.
12. The terms of the warranty begin on the date of the installation.

\*Certain restrictions may apply. See your retailer for more specific information concerning the recommended cleaning methods for your specific carpet.



## CUSHION

### Cushion Warranties

1. All Platinum and Titanium cushion products are warranted under the Forever Warranty by the manufacturer as follows:

If the cushion fails because of a loss of resiliency and results in the failure of the carpet, the carpet and cushion will be replaced, including reinstallation charges, for as long as the customer owns the cushion.

This warranty applies to the above-stated cushion products, provided they are purchased along with carpeting from a Carpet One Floor & Home® store, and said Carpet One Floor & Home® carpet is installed over the cushion. The customer is not limited in the number of carpet installations made over the Platinum and Titanium cushion.

2. All Bronze, Silver, and Gold cushion products are warranted under the Life of Carpet Warranty by the manufacturer as follows:

If the installed cushion fails because of a loss of resiliency, the cushion will be replaced, including reinstallation charges, for the life of the original carpet installed over the cushion. This warranty cannot be transferred to another customer and becomes invalid if the carpet is replaced or if the carpet and the underlying cushion is transferred to another location.

This warranty applies to the above-stated cushion products, provided they are purchased along with carpeting from a Carpet One Floor & Home® store, and Carpet One Floor & Home® carpet is installed over the cushion.

The Life of Carpet Warranty applies only to designated Carpet One Floor & Home® cushion styles. "Life of Floor" means the length of the Limited Wear Warranty specified by the warranty level corresponding to the carpet you purchased. Refer to the warranty information on page 14 to see if your cushion is covered by this warranty.

3. Any claims under this warranty must be placed through the Carpet One Floor & Home® store.

(See General Terms and Conditions on page 46 for other conditions that apply.)

## General Terms and Conditions for Cushion Warranties

In addition to the requirements specified previously for each cushion warranty, the following general terms and conditions apply to each of the Bronze, Silver, Gold, Platinum, and Titanium cushion warranties.

1. These limited warranties apply only to cushion installed in owner-occupied residential space where no commercial activity takes place. "Commercial use" includes, but is not limited to, use in a store, office, or other place of business.
2. These limited warranties exclude cushion that has been put to abnormal use or conditions or abused in any way. "Abnormal use or conditions" includes, but is not limited to, water damage from plumbing, storm, or flood; damage from smoke or fire or other casualty event; damage from improper cleaning methods or materials; and from improper maintenance. "Abuse" is any use of the cushion that is unreasonable considering the normal and expected uses of a carpet cushion in a residence.
3. To qualify for replacement, the original sales receipt or other documentation which demonstrates proof of purchase must be supplied.
4. These warranties apply only to residential cushion installations performed by a Carpet One Floor & Home® retailer or authorized independent installer under a carpet sold by a Carpet One Floor & Home® retailer and installed by a Carpet One Floor & Home® retailer or Carpet One Floor & Home® authorized independent installer.
5. CARPET ONE FLOOR & HOME® SHALL, UNDER NO CIRCUMSTANCES, BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL, OR CONSEQUENTIAL DAMAGES BASED UPON THE FOREGOING WARRANTIES, CONTRACTS, NEGLIGENCE, STRICT LIABILITY, OR ANY OTHER LEGAL CLAIM. Some states or provinces do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. The foregoing warranties give you specific legal rights, and you may have other rights that vary from state to state or province to province.
6. If there is a conflict between these general terms and conditions and the limited warranties as specified, the limited warranties as specified shall control.
7. The terms of the warranty begin on the date of the installation.



## CLEANING LOG

**Customer:** Please retain your receipts.

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DATE COMPANY









## WARRANTY RECORDS

Carpet One Floor & Home® Flooring Consultant is required to complete.

**Customer:** Please retain this information for your reference.

STORE NAME	FLOORING CONSULTANT	
CITY	STATE/PROV	ZIP/POSTAL CODE

### PRODUCT 1

NEUTRALIZE™  YES  NO  
DOUBLE WEAR & TEXTURE RETENTION WARRANTY

DATE OF PURCHASE	INVOICE #	
DATE OF INSTALLATION	SQ/FT PURCHASED	WARRANTY LEVEL
STYLE NAME	BRAND	COLOR
EVERGUARD® PURCHASED (YES/NO)	FIBER/MFG	
CUSHION PURCHASED (YES/NO)	SQ/FT PURCHASED	WARRANTY LEVEL

### PRODUCT 2

NEUTRALIZE™  YES  NO  
DOUBLE WEAR & TEXTURE RETENTION WARRANTY

DATE OF PURCHASE	INVOICE #	
DATE OF INSTALLATION	SQ/FT PURCHASED	WARRANTY LEVEL
STYLE NAME	BRAND	COLOR
EVERGUARD® PURCHASED (YES/NO)	FIBER/MFG	
CUSHION PURCHASED (YES/NO)	SQ/FT PURCHASED	WARRANTY LEVEL

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