

Shaw TripleTouch™ Limited Life of the Home Cushion Warranty and 14-Year Extended Texture Retention Warranty

Who is covered

This warranty protects you, the original purchaser, if you have purchased a Shaw carpet style of 4-Star quality* installed over Shaw's TripleTouch™ cushion for your own residential use in an owner-occupied residence.

What is covered

Shaw warrants that your TripleTouch cushion will not fail and will offer comfort and support for as long as you own and reside in your home. This warranty is extended only to the original purchaser and is not transferable.

Shaw further warrants that the 7-year texture retention warranty featured on Shaw carpets of 4-Star quality is extended to 14 years when your new Shaw carpet is installed over TripleTouch cushion. Shaw warrants that this Shaw carpet over TripleTouch cushion will not exhibit significant loss of texture from foot traffic for a period of fourteen (14) years when used in an owner-occupied residence in a proper indoor installation. Proper installation requires following the Carpet & Rug Institute Residential Installation Standard CRI-105.

What Shaw will do if your TripleTouch cushion fails to perform

If your Shaw TripleTouch cushion should break down and fail to offer support and comfort, Shaw will replace the cushion free of charge, excluding labor charges.

What Shaw will do if your carpet fails to perform

If your Shaw carpet installed over TripleTouch cushion shows significant loss of texture from foot traffic within fourteen (14) years of the date of the original installation as a result of yarn tufts losing their twist, and the carpet's appearance cannot be restored, Shaw will arrange a credit equal to the cost of the carpet material only. The credit will apply only to the affected area or room. The credit will be issued to your retailer as a percentage of the retailer's replacement cost of new carpet of the same or comparable quality. The credit will be good only toward the purchase of Shaw carpet. There will be no cash payment.

(NOTE: The texture of any carpet will change to some degree in heavy traffic areas. Such conditions constitute normal wear and tear and are not covered by this warranty, which is intended to protect you from excessive appearance change.)

Areas of exclusion

Your Life of the Home TripleTouch warranty will become void if the cushion shows signs of improper handling or if it is ripped or torn.

Improper maintenance or inadequate care could void all or part of your texture retention warranty coverage. Carpet installed outdoors, on stairs, or in areas subject to other than ordinary shoe traffic is excluded from this warranty. Pile distortion or compression caused by furniture, including impressions left by legs of furniture, is not covered by this warranty.

*** Shaw features its Star Assurance system on many residential carpets, offering 3-, 4-, and 5-Star categories. If your retailer does not use the Star system, the category can still be determined. Ask your retailer for details, or call 1-800-441-7429.**

Shaw TripleTouch™ Limited Life of the Home Cushion Warranty and 20-Year Extended Texture Retention Warranty

Who is covered

This warranty protects you, the original purchaser, if you have purchased a Shaw carpet style of 5-Star quality* installed over Shaw's TripleTouch™ cushion for your own residential use in an owner-occupied residence.

What is covered

Shaw warrants that your TripleTouch cushion will not fail and will offer comfort and support for as long as you own and reside in your home. This warranty is extended only to the original purchaser and is not transferable.

Shaw further warrants that the 10-year texture retention warranty featured on Shaw carpets of 5-Star quality is extended to 20 years when your new Shaw carpet is installed over TripleTouch cushion. Shaw warrants that this Shaw carpet over TripleTouch cushion will not exhibit significant loss of texture from foot traffic for a period of twenty (20) years when used in an owner-occupied residence in a proper indoor installation. Proper installation requires following the Carpet & Rug Institute Residential Installation Standard CRI-105.

What Shaw will do if your TripleTouch cushion fails to perform

If your Shaw TripleTouch cushion should break down and fail to offer support and comfort, Shaw will replace the cushion free of charge, excluding labor charges.

What Shaw will do if your carpet fails to perform

If your Shaw carpet installed over TripleTouch cushion shows significant loss of texture from foot traffic within twenty (20) years of the date of the original installation as a result of yarn tufts losing their twist, and the carpet's appearance cannot be restored, Shaw will arrange a credit equal to the cost of the carpet material only. The credit will apply only to the affected area or room. The credit will be issued to your retailer as a percentage of the retailer's replacement cost of new carpet of the same or comparable quality. The credit will be good only toward the purchase of Shaw carpet. There will be no cash payment.

(NOTE: The texture of any carpet will change to some degree in heavy traffic areas. Such conditions constitute normal wear and tear and are not covered by this warranty, which is intended to protect you from excessive appearance change.)

Areas of exclusion

Your Life of the Home TripleTouch warranty will become void if the cushion shows signs of improper handling or if it is ripped or torn.

Improper maintenance or inadequate care could void all or part of your texture retention warranty coverage. Carpet installed outdoors, on stairs, or in areas subject to other than ordinary shoe traffic is excluded from this warranty. Pile distortion or compression caused by furniture, including impressions left by legs of furniture, is not covered by this warranty.

*** Shaw features its Star Assurance system on many residential carpets, offering 3-, 4-, and 5-Star categories. If your retailer does not use the Star system, the category can still be determined. Ask your retailer for details, or call 1-800-441-7429.**

Homeowner Obligations

What you must do

In order to maintain and protect your coverage under the terms of the 3-, 4-, and 5-Star 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 and pad, excluding 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 cleaning by hot-water extraction (commonly called "steam" cleaning) by a professional cleaning service or do-it-yourself system, using equipment certified under the Carpet and Rug Institute's Seal of Approval program. Visit www.carpet-rug.org for a listing of approved products.

NOTE: Effective January 1, 2008, professional service must be performed by an IICRC (Institute of Inspection, Cleaning and Restoration Certification) certified firm*. You may contact the IICRC at 1-800-835-4624 for information.

A bill, invoice, or statement showing cleaning service (or do-it-yourself equipment rental) 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.

**IICRC has two classifications of certification for carpet cleaning professionals. First is the Certified Technician, who is an individual who has been trained and passed an exam for certification. The other is the Certified Firm designation, which is a company which has a business license, carries liability insurance, workman's compensation insurance, and employs Certified Technicians. Shaw Industries feels that our customers are better served and protected by IICRC Certified Firms.*

Although steam cleaning is a homeowner obligation, it is also a procedure that will keep your carpet looking its best and extend its useful life.

Routine spot removal – research has shown that many products sold for do-it-yourself spot removal clean poorly and their residues attract soil on the cleaned area rapidly afterward. The Carpet and Rug Institute's Seal of Approval program tests and certifies products that meet stringent standards and thus clean effectively, without damage to your carpet.

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 or used, or carpet sold at discontinued pricing or inventory sold as excess (discounted).

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 of 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.

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 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 and/or pad that is covered by one of the Shaw warranties, you must notify, in writing, the Shaw retailer who sold you the carpet and/or pad. Include a copy of the invoice or receipt for the carpet and/or pad 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

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**.