



Broadloom Carpet Warranty

Crystal Ridge

Limited Stain Resistance Warranty	Lifetime
Limited Soil Warranty	Lifetime
Limited Pet Warranty	Lifetime
Limited Texture Retention Warranty	20 Year
Abrasive Wear Warranty	20 Year
Manufacturing Defects Warranty	20 Year

Lifetime Limited Stain Resistance Warranty

Flooring² warrants that the surface pile of this carpet will resist stains from any food and beverage (including mustard, hot coffee and herbal teas); bleach, provided that bleach spills are accidental and bleach is not used as a cleaning agent, which will void the warranty; benzoyl peroxide (a common ingredient in acne medications); and other water-soluble, non-wax or non-oil based stains for the life of the carpet from the original date of installation. Flooring² further warrants that if above-mentioned stains are saturated and result in wicking, these stains will release with additional re-cleaning for the life of the carpet from the original date of installation. (Wicking is defined as a re-appearance of previously cleaned stains due to liquid remaining in carpet backing or padding.) If permanent staining should occur that cannot be removed using recommended methods by a certified carpet-care professional, Flooring² will handle such claims as stated in the "Flooring² Exclusive Warranty Obligations and Limitation of Liability" section of this warranty document. This stain resistance warranty does not cover food and beverage stains on carpets carrying 3M Scotchgard™ Protection for the first ten years, but does cover food and beverage stains on those carpets after that period. In the first ten years, only 3M's stain resistance warranty applies to food and beverage stains on those carpets, and any such claims are subject to the conditions and limitations of 3M's warranty. For food and beverage stain warranty claims in the first ten years, Purchasers should make claims to 3M, as described later.

WHAT IS NOT COVERED

In addition to the warranty exclusions listed in the "Carpet Warranty and Carpet Characteristic Exclusions" section of this document, also specifically excluded from this warranty is damage or stains caused by vomit, feces, urine other than pet (domestic dog or cat) urine or stains caused by acids or oil-based or wax-based substances including, but not limited to, tar, shoe polish, paints, lipstick or mascara.

Lifetime Limited Soil Warranty

Flooring² warrants that this carpet will not have a noticeable color change due to deposits of dry soil resulting from normal, indoor household foot traffic for the life of the carpet from the original date of installation. "Noticeable color change" is defined as a rating of less than 3 using standardized rating scales (Gray Scale AATCC Evaluation Procedure 1 or equivalent in the U.S.). If permanent noticeable color change should occur that cannot be removed using recommended methods by a certified carpet-care professional, Flooring² will handle such claims as stated in the "Flooring² Exclusive Warranty Obligations and Limitation of Liability" section of this warranty document. This soil warranty does not cover carpets carrying 3M Scotchgard™ Protection for the first ten years, but does cover those carpets after that period. In the first ten years, only 3M's soil resistance warranty applies for the coverage described above in this paragraph and any such claims are subject to the conditions and limitations of 3M's warranty. For claims in the first ten years, Purchasers should make claims to 3M, as described later.

Lifetime Limited Pet Warranty

Flooring² warrants that the surface pile of this carpet will resist stains from pet (domestic dog or cat) urine or feces for the life of the carpet from the original date of installation (excludes vomit.) If above-mentioned stains are saturated and result in wicking, these stains will release with additional re-cleaning for the life of the carpet from the original date of installation. (Wicking is defined as a re-appearance of previously cleaned stains due to liquid remaining in carpet backing or padding.) If permanent staining should occur that cannot be removed using recommended methods by a certified carpet-care professional, Flooring² will handle such claims as stated in the "Flooring² Exclusive Warranty Obligations and (11) Limitation of Liability" section of this warranty document. This warranty applies to above-mentioned urine or feces stains only and does not cover odors.

WHAT IS NOT COVERED

In addition to the warranty exclusions listed in the "Carpet Warranty and Carpet Characteristic Exclusions" section of this document, also specifically excluded from this warranty is damage or stains caused by vomit, feces, urine other than pet (domestic dog or cat) urine or stains caused by acids or

oil-based or wax-based substances including, but not limited to, tar, shoe polish, paints, lipstick or mascara.

20 Year Limited Texture Retention Warranty

Flooring² warrants that this carpet, excluding on stairs and in high-traffic areas, will maintain its texture retention not showing excessive pile crushing or matting from ordinary foot traffic as a result of the tufts losing twist, for 20 years from the original date of installation. "Texture retention" is the ability of the carpet tufts to retain their visible shape, as measured by the degree of bursting, opening, or (12) untwisting of the tufts at the surface of the carpet. Texture retention is measured against standardized rating scales ranging from 5.0 (new or no change) to 1.0 (severe change), ISO Standard 9405-2001. To perform as warranted, this carpet must retain a texture rating of at least 2.5 under warranted conditions. If, within the warranty period, a texture rating of less than 2.5 occurs under warranted conditions, Flooring² will handle such claims as stated in the "Flooring² Exclusive Warranty Obligations and Limitation of Liability" section of this warranty booklet.

WHAT IS NOT COVERED

The items listed in the "Carpet Warranty and Carpet Characteristic Exclusions" section of this brochure are excluded from this warranty.

20 Year Abrasive Wear Warranty

Flooring² warrants that the surface pile of this carpet, excluding on stairs and in high-traffic areas, will not sustain more than 10% abrasive wear for 20 years from the original date of installation. "Abrasive wear" means fiber-loss from the carpet through normal abrasion, not from crushing or flattening of the carpet pile in any area, or from staining, soiling, fading or other changes in carpet appearance. If, within the warranted period, the pile weight of the carpet, when compared to non traffic areas, loses more than 10% of its weight, Flooring² will handle such claims as stated in the "Flooring² Exclusive Warranty Obligations and Limitation of Liability" section of this warranty document.

WHAT IS NOT COVERED

In addition to the warranty exclusions listed in the "Carpet Warranty and Carpet Characteristic Exclusions" section of this document, also specifically excluded from this warranty is damage caused by tears, pulls, pilling, burns, furniture, wheel traffic, or athletic equipment.

20 Year Manufacturing Defects Warranty

Flooring² warrants that this residential carpeting is warranted against manufacturing defects for 20 years from the original date of installation. If, within the warranted period, this carpet is determined to be defective, Flooring² will handle such claims as stated in the "Exclusive Warranty Obligations and Limitation of Liability" section of this warranty booklet.

Recordkeeping and Maintenance

In order to maintain and protect your coverage under the terms of your Flooring² warranties, you must do the following:

1. Keep proof of purchase in the form of a bill, invoice, or statement from your Flooring² retailer, showing the price you paid for the carpet, excluding pad and labor.
2. Install your carpet according to the guidelines outlined in the Carpet & Rug Institute Installation Standard effective October 1, 2009.

Professional Cleaning:

Periodic professional cleaning of the overall carpet is highly recommended. The frequency of overall cleaning may vary depending on the level and type of traffic and the conditions to which your carpet is exposed. This may range from as little as 6 months to 24 months between cleanings. Your carpet should be properly cleaned at least once every 24 months to maintain its appearance and 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. Visit www.carpet-rug.org for a list of acceptable products.

Warranty Service

If you are unhappy with your Flooring² carpet and believe you have a warranty claim, you must first contact your Flooring² retailer to file a claim. If, after working with your retailer, you are still not satisfied, you may contact us directly. You will need to provide a proof of purchase, a full description of your claim and receipt(s) for recommended professional cleaning by hot water extraction.

General Terms and Conditions:

The liability of Flooring² under our limited warranties shall not exceed the repair or replacement of the affected carpet area extending to the nearest wall, doorway, or entrance. If your carpet has been discontinued and replacing is necessary, we reserve the right to offer a substitute carpet of comparable quality. Consequential and Incidental Damages: We exclude and will not pay consequential or incidental damages under these warranties. This includes, but is not limited to, any type 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 terms of the written Flooring²

warranties. Implied warranties refer to warranties the law presumes are those provided by the seller, even though they are not set forth in writing. Please note: Some states do not allow limitations on the duration of implied warranties, or the exclusion or limitation of incidental and consequential damages. Except for these rights, the remedies provided under our limited warranties state and set forth the limit of Flooring²'s warranties.

Warranty Exclusions

These warranties specifically exclude any carpet that has been treated after installation with any foreign agents, non-residential installations, abnormal abuse and carpet exposed to hot substances or other abusive conditions that deteriorate the appearance of the pile fibers. Specifically excluded from this warranty is crushing caused by furniture and damage caused by tears, pulls, burns, wheel traffic or athletic equipment. Also excluded is carpet installed in kitchens, bathrooms, laundry rooms, stairs, carpets in commercial facilities and in other than owner occupied residences. Unless specifically covered by our Pet Urine Warranties, stains caused by pets and pet vomit are excluded. These warranties are not transferable. This warranty is voided if you fail to follow recommended carpet care and routine maintenance of the product. This warranty only covers carpet installed in accordance with the Carpet and Rug Institute guidelines established in October 2009 for indoor residential installations. These guidelines include a suitable pad to meet FHA/HUD requirements. Flooring² recommends a pad with a minimum thickness of 7/16 inch for optimum performance. This warranty excludes carpets treated with materials not recommended by Flooring². Carpets with applied patterns are excluded from this warranty. Labor charges: During the first year of coverage on our warranties, Flooring² will arrange for a credit to your retailer for reasonable labor charges to repair or replace defective areas.