



# Broadloom Carpet Warranty

## Branson

<b>Manufacturer Defects Limited Warranty</b>	25 Year
<b>Abrasive Wear Limited Warranty</b>	25 Year
<b>Texture Retention Limited Warranty</b>	25 Year
<b>Stain Resistance Limited Warranty</b>	Lifetime

### 25 Year Manufacturer Defects Limited Warranty

Flooring<sup>2</sup> warrants that your carpet is covered for the warranty period from manufacturing defects that occur when used in owner residences. By manufacturing, we mean any defect in material or workmanship. The warranty begins the on date of installation and will remain in effect for the stated period of the warranty. This warranty only applies to the original purchaser.

### 25 Year Abrasive Wear Limited Warranty

Flooring<sup>2</sup> warrants that your carpet will not abrasively wear away by more than 10% in any area of the carpet for the warranty period. Abrasive wear is defined as countable loss of pile fiber, 10% or greater, resulting from normal foot traffic and is determined by pile weight comparison of the worn area to non-traffic areas, or testing using mechanical wear simulators. Abrasive wear means fiber loss, not changes in appearances, such as crushing or matting. The warranty begins the on date of installation and will remain in effect for the stated period of the warranty. This warranty only applies to the original purchaser. \*\* See Care & Maintenance Guide regarding professional cleaning.

### 25 Year Texture Retention Limited Warranty

Flooring<sup>2</sup> warrants that your carpet will not exhibit significant twist or loss of texture from foot traffic for the warranty period based on specific products and the implied years of texture retention. Texture retention is the ability of carpet tufts to retain a normal amount of their visible size, shape and orientation. This includes the ability of cut pile tufts not to lose twist excessively. Texture change associated with normal pile crush is a characteristic of all carpet and is not covered under this warranty. Please note that 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. The warranty begins the on date of installation and will remain in effect for the stated period of the warranty. This warranty only applies to the original purchaser. \*\* See Care & Maintenance Guide regarding professional cleaning.

### Lifetime Stain Resistance Limited Warranty

Flooring<sup>2</sup> warrants that your carpet made will remain stain resistant to most household food and beverage substances, including coffee, mustard, household bleach cleaners, benzoyl peroxide and other water soluble, non-wax and non-oil-based stains for the life of the carpet. This warranty begins the date of installation and remains as long as owned by the original purchaser. \*\*See Care & Maintenance Guide regarding professional cleaning.

## Recordkeeping and Maintenance

In order to maintain and protect your coverage under the terms of your Flooring<sup>2</sup> warranties, you must do the following:

1. Keep proof of purchase in the form of a bill, invoice, or statement from your Flooring<sup>2</sup> 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](http://www.carpet-rug.org) for a list of acceptable products.

## Warranty Service

If you are unhappy with your Flooring<sup>2</sup> carpet and believe you have a warranty claim, you must first contact your Flooring<sup>2</sup> 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 Flooring<sup>2</sup> 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 Flooring<sup>2</sup> 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 Flooring<sup>2</sup>'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. Flooring<sup>2</sup> recommends a pad with a minimum thickness of 7/16 inch for optimum performance. This warranty excludes carpets treated with materials not recommended by Flooring<sup>2</sup>. Carpets with applied patterns are excluded from this warranty. Labor charges: During the first year of coverage on our warranties, Flooring<sup>2</sup> will arrange for a credit to your retailer for reasonable labor charges to repair or replace defective areas.