| Product | |
|---|---|
| **Supplier** | Flooring2 |
| **Product Type** | Broadloom Carpet |
| **Number** | SX |
| **Name** | Santorini |

| Warranty | |
|---|---|
| **Broadloom Carpet Limited Warranty** | 25 Year |

# Broadloom Carpet Limited Warranty - Good

> **Document Version:** 1.1
> **Last Updated:** September 2026

## Important Notice

> **READ BEFORE FILING A CLAIM**

This warranty is provided by Supplier and is extended only to the original purchaser/end-user. This warranty is **non-transferable** and applies only when the product is installed and maintained according to Supplier's Installation Guide and Care & Maintenance Guide.

**Keep your proof of purchase.** You will need it to file a warranty claim.

## What This Warranty Covers

**This warranty applies to residential applications only.**

### Coverage Summary

- Manufacturing Defects
- Soil Resistance

### Manufacturing Defects

Supplier warrants that your broadloom carpet is free from manufacturing defects in materials and workmanship for the warranty period. Manufacturing defects include:

- Yarn defects (breaks, missing tufts, streaks)
- Backing defects (delamination, tears, separation)
- Dye lot inconsistencies within the same roll
- Pattern misalignment or printing defects
- Improper fiber twist or density as specified
- Edge raveling or fraying from manufacturing

**Important:** The following are NOT manufacturing defects:

- Color variations between dye lots
- Texture variations within industry tolerances
- Shading, pooling, or watermarking (permanent pile reversal - see Definitions)
- Minor pile height variations

### Soil Resistance

Supplier warrants that your broadloom carpet will resist soiling under normal use when properly maintained according to the Care & Maintenance Guide.

**What this covers:**

- Premature soil accumulation despite proper maintenance
- Uneven soiling patterns not related to traffic patterns
- Soil penetration into fibers that cannot be removed with professional cleaning

**What this does NOT cover:**

- Normal soiling from foot traffic
- Soil accumulation from failure to follow Care & Maintenance Guide
- Stains from spills (see Stain Resistance for stain coverage)
- Soil tracking from outdoor areas without proper walk-off mats

**Requirements for coverage:**

- Regular vacuuming as specified in Care & Maintenance Guide
- Professional cleaning every 12-18 months
- Use of walk-off mats at all entrances
- Prompt attention to spills and tracked dirt

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# Rolling Loads Not Permitted

**Broadloom carpet is NOT suitable for rolling loads.** Rolling loads include pallet jacks, hand trucks, dollies, heavy carts, power wheelchairs, and similar equipment. Damage from rolling loads will void this warranty.

**Note:** Rolling office chairs are permitted with proper chair mats designed for carpet.

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# What This Warranty Does NOT Cover

This warranty does not cover damage resulting from:

## Installation Issues

- Improper installation (not following the Installation Guide)
- Installation over improper subfloor or padding
- Improper seaming or pattern matching
- Installation with visible defects (must be inspected before installation)
- Failure to acclimate materials before installation
- Installation over radiant heating systems (unless approved for carpet)

## Maintenance Issues

- Failure to follow the Care & Maintenance Guide
- Improper cleaning methods or products
- Failure to vacuum regularly
- Failure to have carpet professionally cleaned
- Use of harsh chemicals or bleach
- Steam cleaning with excessive moisture
- Failure to use walk-off mats at entrances

## Environmental Factors

- Water damage from flooding, leaks, or spills
- Damage from excessive humidity or moisture
- Fading from direct, intense sunlight
- Damage from smoke or fire
- Insect or pest damage
- Mold or mildew damage

## Physical Damage

- Cuts, tears, or burns
- Damage from pets (scratches, stains, odors)
- Damage from furniture without proper protectors
- Damage from rolling chairs without chair mats
- Damage from rolling loads (see Rolling Loads Not Permitted section)
- Pile crushing from heavy furniture
- Matting or crushing in high-traffic areas
- Damage from improper moving of furniture

## Other Exclusions

• Normal wear and tear
• Permanent pile reversal - shading, pooling, or watermarking. It develops in cut pile carpet of any fiber, is not caused by the materials or the manufacturing process, cannot reliably be predicted or prevented, and cannot be permanently removed once it has developed. It does not affect durability or wear.
• Color changes from aging or sunlight
• Odors from any source
• Commercial use under a residential warranty
• Rental properties (considered commercial use)
• Products not purchased through authorized Supplier retailers
• Consequential damages (labor, moving costs, subfloor replacement)
• Stains (not covered in this warranty tier)
• Abrasive wear (not covered in this warranty tier)

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# Warranty Validation Requirements

To maintain warranty coverage, you must:

## At Time of Purchase

• Purchase from an authorized Supplier retailer
• Keep your original proof of purchase (receipt)
• Inspect all materials before installation for visible defects
• Report any visible defects BEFORE installation
• Verify the carpet is appropriate for your intended use

## During Installation

• Follow all instructions in the Supplier Installation Guide
• Use appropriate padding as specified
• Ensure subfloor is clean, dry, and level
• Have installation performed by qualified professionals
• Document installation (date, installer, conditions)

## Ongoing Care

• Follow all instructions in the Supplier Care & Maintenance Guide
• Vacuum thoroughly at least twice weekly (more in high-traffic areas)
• Clean spills immediately using approved methods
• Have carpet professionally cleaned every 12-18 months
• Use walk-off mats at all entrances
• Use furniture protectors and chair mats
• Rearrange furniture periodically to vary traffic patterns
• Protect from direct, prolonged sunlight with window treatments

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# How to File a Warranty Claim

## Time Limit

You must report the defect **within 30 days** of discovering the issue, but within the warranty period.

## Step 1: Document the Issue

Before contacting anyone, gather the following:

• **Photographs** - Clear photos of the problem area showing the defect
• **Location photos** - Photos showing where in the room the issue occurs
• **Product labels** - Photos of any remaining product labels or specifications
• **Timeline** - Note when you first noticed the issue
• **Proof of purchase** - Original sales receipt with date and retailer information
• **Maintenance records** - Documentation of professional cleanings

## Step 2: Contact Your Retailer

Contact the authorized Supplier retailer where you purchased the carpet **first**. Provide:

- Proof of purchase (original receipt)
- Detailed description of the problem
- Photographs of the issue
- Date you first noticed the problem
- Maintenance history

**If the retailer is no longer available**, you may contact Supplier directly by mail or email with all documentation.

## Step 3: Required Documentation

| Document | Purpose | Required? |
|---|---|---|
| Original sales receipt | Proof of purchase and date | Yes |
| Photos of defect | Visual evidence of issue | Yes |
| Photos of product labels | Product identification | Yes |
| Installation records | Proof of proper installation | Yes |
| Professional cleaning receipts | Proof of proper maintenance | Yes |
| Padding specifications | Proof of approved padding used | Recommended |

## Step 4: Inspection

- Supplier and its representatives must be granted **reasonable access** to inspect the carpet
- Supplier may remove samples for laboratory evaluation
- **Do NOT attempt repairs** before inspection - this may void your warranty
- Inspection typically occurs within 2-4 weeks of claim submission

## Step 5: Claim Determination

Supplier will inform you whether the claim is covered and to what extent:

- **Approved claims** - Supplier will authorize repair or replacement (see Warranty Proration for labor coverage)
- **Denied claims** - You will receive written explanation of denial reason
- Determination typically provided within 4-8 weeks of inspection

## If Your Claim is Approved

**What Supplier Will Do:**

- Authorize repair or replacement of the **affected area only**
- Provide replacement carpet of similar style, color, and quality
- If original product is discontinued, Supplier will select a similar replacement
- Pay labor costs according to Warranty Proration schedule (if professionally installed)

**What Supplier Will NOT Do:**

- Replace unaffected areas
- Guarantee an exact dye lot or color match with existing carpet
- Pay for furniture moving, subfloor repair, or other consequential costs
- Cover product abuse, improper installation, or improper maintenance
- Pay labor costs for DIY installations

## If Your Claim is Denied

- You will receive a written explanation of the denial reason
- You may appeal the decision with additional supporting documentation
- Common denial reasons:
    - Improper installation (not following Installation Guide)
    - Improper or insufficient maintenance
    - Issue is normal wear (matting, crushing, shading)
    - Issue is not a covered warranty type
    - Lack of professional cleaning documentation

# Warranty Proration

## First 2 Years

- **Materials:** 100% replacement of defective carpet
- **Labor:** 100% of reasonable labor costs (if professionally installed)

## Years 3-5

- **Materials:** 100% replacement of defective carpet
- **Labor:** 50% of reasonable labor costs (if professionally installed)

## After Year 5

- **Materials:** 100% replacement of defective carpet
- **Labor:** Not covered

**Note:** Proration applies from the date of original installation. Labor coverage requires professional installation by a qualified installer.

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# Definitions

| Term | Definition |
|---|---|
| Residential Use | Use in owner-occupied single-family homes |
| Normal Use | Typical household activities |
| Prorated | Coverage that decreases over time |
| Manufacturing Defect | A flaw in materials or workmanship present at manufacture |
| Soil Resistance | Carpet's ability to resist showing dirt and soil |
| Permanent Pile Reversal | Irregular light and dark areas, also called shading, pooling, or watermarking, caused by the pile lying in different directions. Permanent - it will not go away, and cleaning will not correct it. Develops in cut pile carpet of any fiber. |
| Footmarking / Tracking | Temporary light and dark marks left by foot traffic. Reversed by vacuuming or brushing the pile in the direction it lies. This is NOT permanent pile reversal and is not the same condition. |
| Delamination | Separation of carpet backing layers |
| Walk-off Mat | Mat placed at entrances to collect dirt from shoes |

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# Limitations

**Supplier assumes no liability for incidental or consequential damages.** Some states do not allow the exclusion or limitation of incidental or consequential damages, so this exclusion may not apply to you.

This warranty gives you specific legal rights. You may also have other rights that vary from state to state.

Supplier reserves the right to inspect the carpet and remove samples for evaluation. Any attempt to repair or replace the carpet prior to Supplier's inspection may void this warranty.

No retailer, agent, or employee has the authority to increase or alter the obligations of this warranty.

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# Additional Information

- **Installation Guide:** Refer to the Supplier Installation Guide for Broadloom Carpet
- **Care & Maintenance:** Refer to the Supplier Care & Maintenance Guide for Broadloom Carpet
- **Professional Cleaning:** Required every 12-18 months to maintain warranty
- **Contact:** For questions, contact your authorized Supplier retailer

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# Custom Warranty Requests

Warranty letters for project-specific requirements are available upon request and approval. If your project requires an exception to our standard warranty terms, Supplier may be willing to issue a custom warranty letter.

To request a custom warranty letter, please contact your Supplier sales representative with details about your project requirements.

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*This warranty document supersedes all previous warranty versions for Good tier broadloom carpet products.*