Product	
Supplier	Flooring2
Product Type	Broadloom Carpet
Number	SF
Name	Sophisticated Fleece

Warranty	
Broadloom Carpet Limited Warranty	1 Year

Broadloom Carpet Limited Warranty - Wool

> **Document Version:** 1.1
> **Last Updated:** October 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.

This warranty applies to wool and wool-blend broadloom carpet. Wool is a natural protein fiber. It is warranted differently from synthetic carpet, and the coverage below is narrower than the coverage offered on nylon, polyester, olefin, and triexta products. Read "What This Warranty Does NOT Cover" before you buy.

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

That is the entire coverage. This warranty does not cover soil resistance, stain resistance, abrasive wear, fade resistance, texture retention, colorfastness, or static control. If you have seen those coverages on a Supplier broadloom warranty, that was a synthetic-fiber product. They do not apply here.

Manufacturing Defects

Supplier warrants that your wool 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 weaving defects
- Improper yarn twist or pile density as specified
- Edge raveling or fraying from manufacturing

Important: The following are NOT manufacturing defects. They are normal characteristics of wool carpet.

- Shedding of loose surface fiber (largely shearing clippings from manufacture; continues longer on wool than on synthetic carpet)
- Pilling and fuzzing (corrected by professional shearing)
- Sprouting (trim level with sharp shears, never pull)
- High loops in woven loop pile (worked flush with an awl, not cut)
- Tip bloom (loss of yarn twist at the pile tip)
- First fade (wool lightens during its first weeks of light exposure, then stabilizes)
- Natural color variation in undyed and natural wools

- Vegetable matter (small plant specks occurring naturally in wool; these work out over time)
- Wet-wool odor when the carpet is damp
- Browning after cleaning (usually the jute backing drying slowly, not the wool)
- Shading, pooling, or watermarking (permanent pile reversal - see Definitions)
- Color variations between dye lots
- Minor pile height variations

These become claimable only where the condition is severe and demonstrably outside normal manufacturing tolerance. Supplier will assess severity on inspection. The Care & Maintenance Guide describes each of these characteristics in full.

Insect-Resist Treatment

Wool carpet supplied by Supplier carries an insect-resist treatment applied during manufacture.

This is a product feature, not a warranty. Moth and carpet beetle damage is not covered by this warranty. The treatment does not prevent insects entering the building and some insect populations have developed tolerance to it. See the Care & Maintenance Guide for prevention and for what to do if you find an infestation.

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.

What This Warranty Does NOT Cover

Performance Coverages Not Offered on Wool

This warranty makes no promise about any of the following, and a claim on any of these grounds will be denied:

- **Soiling and staining.** Wool has useful natural soil resistance, but it carries no stain-resist chemistry and is readily stained by coffee, tea, wine, fruit juice, and other tannin-bearing and acid-dyed substances.
- **Abrasive wear and fiber loss** from foot traffic.
- **Fading or color loss** from light, including first fade and yellowing from alkalinity or cleaning solutions.
- **Texture retention**, including loss of twist, blooming, matting, and crushing.
- **Colorfastness.**
- **Static control.**

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)
- Installation over radiant heating systems (unless approved for carpet)
- Use of improper or insufficient padding

Maintenance Issues

- Failure to follow the Care & Maintenance Guide
- Improper cleaning methods or products
- Failure to vacuum regularly
- Damage from improper vacuuming, including a rotating brush or beater bar run on a construction that requires suction only
- Failure to have carpet professionally cleaned as recommended
- Use of harsh chemicals, bleach, or unsuitable cleaners
- Use of ammonia, enzyme cleaners not formulated for wool, hydrogen peroxide, oxygen bleach, or any strongly alkaline cleaner
- Cleaning with a rented or consumer extraction machine
- Hot water extraction on jute-backed carpet
- Over-wetting, whatever the cause
- Application of any topical treatment after installation, including stain repellents, anti-statics, and optical brighteners

Environmental Factors

- Water damage from flooding, leaks, or extended spills
- Damage from excessive humidity or moisture
- Fading from prolonged, direct, intense sunlight without window protection
- Damage from smoke or fire
- Insect or pest damage, including moth and carpet beetle damage
- Mold or mildew damage

Physical Damage

- Cuts, tears, or burns
- Damage from pets (scratches, stains from urine/vomit, odors)
- Damage from furniture without proper protectors
- Damage from rolling chairs without chair mats
- Damage from rolling loads (see Rolling Loads Not Permitted)
- Pile crushing from heavy furniture (use furniture cups)
- 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.
- Any normal wool characteristic listed under Manufacturing Defects above
- 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)

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 and traffic level

During Installation

- Follow all instructions in the Supplier Installation Guide
- Use appropriate padding as specified for this carpet
- 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, including its Wool and Wool-Blend Carpet section
- Vacuum using equipment and settings appropriate to the pile construction. Loop, berber, cut-and-loop, long pile, frieze, and shag require suction only, with the rotating brush turned off
- Clean spills promptly, blotting and never rubbing
- Use cleaning products formulated for wool. Every chemical applied to wool, including spot cleaners, pre-sprays and in-tank extraction solutions, should be pH 5.5 to 8.0
- Have the carpet professionally cleaned as recommended in the Care & Maintenance Guide, by a cleaner qualified in wool carpet care
- Confirm the backing type before any hot water extraction. Jute-backed carpet must not be extracted
- Keep professional cleaning invoices

- Use walk-off mats at all entrances
- Use furniture protectors and chair mats
- Use window treatments to filter direct sunlight

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 a normal wool characteristic (shedding, sprouting, pilling, first fade, shading)
  - Issue is a performance coverage not offered on wool (soiling, staining, wear, fade, texture, static)
  - Lack of professional cleaning documentation

Warranty Proration

Within the Warranty Period

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

After the Warranty Period

- **Materials:** Not covered
- **Labor:** Not covered

Note: Proration applies from the date of original installation. Labor coverage requires professional installation by a qualified installer. Refer to your sales documentation for the warranty period applicable to your product.

Definitions

Term	Definition
Residential Use	Use in owner-occupied single-family homes
Normal Use	Typical household activities
Manufacturing Defect	A flaw in materials or workmanship present at manufacture
Wool-Blend	Carpet in which wool is a component fiber. Treated as wool for care and warranty purposes.
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.
Shedding	Loose surface fiber working out of new carpet. Normal, and removed by vacuuming.
Sprouting	A single tuft standing above the pile surface. Trimmed, never pulled.
First Fade	Rapid initial lightening of wool during its first weeks of light exposure.
Delamination	Separation of carpet backing layers
Walk-off Mat	Mat placed at entrances to collect dirt from shoes

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.

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, and in particular its Wool and Wool-Blend Carpet section
- **Professional Cleaning:** Required as recommended in the Care & Maintenance Guide to maintain warranty
- **Warranty Period:** Refer to your sales documentation for the period applicable to your product
- **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.

This warranty document applies to wool and wool-blend broadloom carpet products.