



CUSTOM CARPET CENTERS
WNY's #1 Floorcovering Dealer Since 1965







Exclusive Warranty



To see which limited warranty applies to the carpet you purchased, first determine in which column your carpet belongs. Then read down the chart for the warranty coverage and duration.

Throughout this brochure, Karastan & Mohawk Industries defines lifetime coverage as the life of the carpet. Lifetime limited warranty coverage begins on the date of purchase and continues for the life of the carpet. Other limited warranty coverage begins on the date of purchase and continues for the stated period of time.

WARRANTIED AGAINST:	 Kashmere <small>a premium Karastan fiber</small>	 SmartStrand Silk <small>RESERVE</small>	 SmartStrand Silk <small>FOREVER CLEAN</small>	 SmartStrand Ultra <small>FOREVER CLEAN</small>
Food & Beverage Stains	Lifetime	Lifetime	Lifetime	Lifetime
Pets ¹	Lifetime Urine, vomit, feces, stains only	ALL PETS Urine, vomit, feces and all Stains No Exclusion	ALL PETS Urine, vomit, feces and all Stains No Exclusion	ALL PETS Urine, vomit, feces and all Stains No Exclusion
All Other Stains ² — Custom Carpet Centers EXCLUSIVE	Lifetime	Lifetime	Lifetime	Lifetime
Soil Resistance	Lifetime	Lifetime	Lifetime	Lifetime
Anti-Static	Lifetime	Lifetime	Lifetime	Lifetime
Texture Retention ³	25 years (or 30 years with qualifying cushion)	25 years (or 30 years with qualifying cushion)	25 years (or 30 years with qualifying cushion)	25 years (or 30 years with qualifying cushion)
Abrasive Wear ³	25 years (or 30 years with qualifying cushion)	25 years (or 30 years with qualifying cushion)	25 years (or 30 years with qualifying cushion)	25 years (or 30 years with qualifying cushion)
Fade Resistance	25 years	25 years	25 years	25 years
Stairs	Covered	Covered	Covered	Covered

90-Day Satisfaction Assurance Guarantee (applies only to retail purchases; labor excluded)⁴

Applies to purchases on or after January 1, 2019. Warranties include labor except under the All Other Stains Limited Warranty. Labor is defined as the cost to remove and dispose of your existing Karastan & Mohawk brand Smartstrand styles & Karastan Kashmere Nylon carpet and install your replacement Karastan & Mohawk Industries carpet. See page 3 for labor details. To qualify for coverage under all limited warranties outlined in this warranty brochure, you must have had a hot water extraction cleaning performed by a trained, qualified carpet care professional, at least as frequently as every 18 months since the date of your carpet purchase. **Failing To Do So Will Void Your Warranty Coverage.**

Footnotes:

¹ Limited to stains caused by pets.

² Labor costs are not included, and carpet costs are prorated. See page 6 for details.

³ Using a qualifying carpet cushion with a breathable moisture barrier, like Premium Karastan & Mohawk carpet cushion, will extend your texture retention and abrasive wear warranties. In the U.S., carpet must be installed over cushion which meets the HUD UM 72a, Class 1 standards. (See page 5 for details).

⁴ See www.Mohawk.com & www.Karastan.com for details

Warranty Details are Available Online at: www.customcarpetcenters.com

CARE AND CLEANING OBLIGATIONS

To maintain your warranty coverage you must do the following:

- To qualify for coverage under all limited warranties outlined in this warranty brochure, you must have had a hot water extraction cleaning performed by a trained, qualified carpet care professional, at least as frequently as every 18 months from the date of your carpet purchase. Failing to do so will void your warranty coverage. Please note that personal or rental carpet cleaning machines are not equivalent to a professional carpet cleaning.
- Clean stains or soiled areas promptly. If the problem remains after do-it-yourself cleaning, then have your carpet professionally cleaned (at your expense; these maintenance costs will not be reimbursed). Make sure you keep receipts from all professional cleanings.
- If the problem still remains after professional cleaning, contact product_tech@mohawkind.com within 30 days of the professional cleaning.

To learn more about carpet care or to get cleaning tips on specific stains, please visit www.mohawkflooring.com/carpet/guides/carpet-care-maintenance or www.karastan.com/support-care/warranty-information

FILING A CLAIM

If you have a problem with your carpet and believe it is covered by one or more of the limited warranties outlined in this warranty brochure, you must file a claim by contacting Custom Carpet Center. When you call, you will be asked to provide the following:

- An explanation of the carpet issue and what caused it. The location of the carpet issue, and in what other rooms the carpet is currently installed.
- When and where the carpet was purchased, including the retailer's telephone number
- The carpet style name and style number
- Square yards purchased
- Date(s) and proof of professional cleaning(s)¹

If the problem is determined to be covered by one of the limited warranties, you will be asked to provide the original sales receipt or other documentation acceptable to Karastan & Mohawk Industries which shows proof of purchase and installation of a Karastan & Mohawk Industries Smartstrand or Kashmere Nylon carpet and of premium carpet cushion which meets the requirements noted under the Texture Retention Limited Warranty. The documentation must include the Karastan or Mohawk Industries carpet name and style information.

You must also provide Karastan or Mohawk Industries with all related professional cleaning receipts (showing service dates), if required. Please note that Karastan or Mohawk Industries will not reimburse you for your costs of professional cleaning.

We may also request a small piece (6" x 6") remnant of carpet and cushion.

GENERAL TERMS AND CONDITIONS

- Only first quality carpet (not seconds or irregulars) which meets Karastan & Mohawk Industries construction and performance specifications can earn the name . Karastan & Mohawk Industries Smartstrand & Kashmere Nylon carpet and be covered under these limited warranties.
- These limited warranties apply to Smartstrand & Kashmere Nylon carpet purchased on or after January 1, 2019 and installed in owner-occupied residences and to carpet purchased by the tenant in a rental dwelling. Timeshare dwellings, motorhomes (RVs), rental properties and houseboats are specifically excluded. If the carpet is removed from the home, these limited warranties will be deemed null and void.
- Warranties will be extended to the longer period stated if a quality carpet cushion with a breathable moisture barrier, such as Karastan or Mohawk Industries Premium carpet cushion, is purchased and installed at the same time as the SmartStrand or Kashmere Nylon carpet. See the chart on page 1 for duration. (Ask retailer for details.)
- For the All Other Stain Resistance Warranty labor costs are not included and carpet costs are prorated. See page 6 for details.
- All warranty coverage is transferable to subsequent owner-occupiers only in owner-occupied residences. The original homeowner must Contact Custom Carpet Centers Service line to provide copies of receipts documenting the carpet purchase, proof of home ownership transfer, and proof that the carpet has had a professional hot water extraction cleaning at least once every 18 months since the original carpet purchase date. This documentation must be provided within sixty (60) days of the home sale. Karastan or Mohawk Industries will then provide the new homeowner with a written authorization transferring the warranty coverage.

- These limited warranties exclude carpet which has been put into commercial use. “Commercial use” includes, but is not limited to: use in a store, office or other place of business.
- These limited warranties also exclude abnormal use or conditions, any type of abuse, vandalism, extreme pet conditions or damage by smoke, fire, storm, flood, hurricane, wind, lightning, any other natural disaster, or any act of God. Karastan & Mohawk Industries does not ensure or warrant that our products will improve health or allergy related conditions. “Abnormal use or conditions” includes, but is not limited to: water damage from plumbing, storm or flood, damage from smoke or fire, damage from improper cleaning methods or materials, and from improper maintenance. These warranties do not cover problems caused by wetting or persistence of excessive moisture. “Abuse” is any use of the carpet that is unreasonable considering the normal and expected uses of a carpet in a residence.
- These limited warranties exclude damage resulting in tears, pulls, cuts, pilling, shredding, burns, bearding, washboarding, cornrowing, fuzzing, matting, crushing, shading, fading or pile reversal. Improper installation or defective construction are also excluded. Damage caused by pets such as lingering odors, color change caused by pet vomit or feces, carpet loop or tuft snags and pulls, or damage from extreme moisture are excluded.
- If Karastan or Mohawk Industries determines that your claim is covered under one or more of the limited warranties, Karastan & Mohawk Industries will, at its sole option, determine to repair the affected area of your carpet, or, if repair cannot reasonably be made, Karastan & Mohawk will determine to replace the affected area of carpet.
- Cash refunds will not be offered.

REPLACEMENT OF WALL-TO-WALL CARPET

For wall-to-wall Karastan & Mohawk Smartstrand & Kashmere Nylon carpet, any repair or replacement under these limited warranties will be made by Karastan & Mohawk Industries and will be limited to the affected area of the carpet (and adjacent areas extending to the nearest wall, doorway or entrance). If replacement is necessary, the limited warranty may cover the removal and disposal of the original carpet and the cost and installation of the comparable replacement carpet. (See details on page 1 for warranty coverage). Labor costs are removal and disposal of your original Karastan & Mohawk Smartstrand & Kashmere Nylon and installation of the replacement carpet. Any other labor charges, costs for moving furniture, equipment or baseboards, costs associated with new carpet cushion or other charges are your responsibility and will not be paid by Karastan & Mohawk Industries.

If you purchased a bound carpet made from a Karastan & Mohawk Smartstrand & Kashmere Nylon brand wall-to-wall carpet, the limited warranties are valid for bound carpets that are 6' x 9' (54 square feet) or larger. The limited warranties apply to normal, indoor household use only, and do not apply to labor and materials for binding, patchwork, carving or serging of the bound carpet. Any replacement under this warranty will be limited to only the carpet, the delivery of the carpet and the removal and disposal costs related to the carpet being replaced. Binding costs, any other labor charges, and any other charges are your responsibility. If your bound carpet is replaced, this limited warranty only covers one replacement and will not apply to any future carpet replacement.

- If under any of these limited warranties (with the exception of bound rugs), the remaining portion of the Warranty Period will be based on your original purchase date.
- If the identical carpet is not available, a Karastan or Mohawk Smartstrand & Kashmere Nylon carpet of comparable quality and value must be selected. Comparability in carpet specifications is determined by Karastan & Mohawk Industries. If a less expensive carpet is chosen, the difference will not be refunded or applied to the claim to cover padding or furniture moving. If you choose to upgrade your carpet, the additional cost associated with the upgrade is your responsibility.
- Cash refunds will not be offered.
- You must reasonably cooperate with Karastan & Mohawk Industries in its efforts to perform its obligations under these limited warranties.

THE FOLLOWING APPLIES TO ALL OF THE LIMITED WARRANTIES INCLUDED IN THIS BOOKLET:

LIMITATIONS: YOUR SOLE AND EXCLUSIVE REMEDY UNDER THIS LIMITED WARRANTY SHALL EQUAL THE COST OF REPLACEMENT PRODUCT FOR THE PORTION OF THE CARPET THAT DOES NOT CONFORM TO THE WARRANTY AND LABOR COSTS FOR SUCH REPAIR, AS PROVIDED HEREIN. KARASTAN/MOHAWK SHALL NOT BE LIABLE FOR INCIDENTAL, CONSEQUENTIAL, SPECIAL, OR PUNITIVE DAMAGES OR EXPENSES, OR FOR LOST OR PROSPECTIVE PROFITS, ARISING OUT OF THE PURCHASE OR USE OF THE KARASTAN/MOHAWK® CARPET PRODUCTS OR RESULTING FROM THE BREACH OF THIS LIMITED WARRANTY. IN NO EVENT SHALL KARASTAN/MOHAWK'S CUMULATIVE LIABILITY EXCEED THE COST OF REPLACEMENT PRODUCT FOR THE PORTION OF THE CARPET THAT DOES NOT CONFORM TO THE WARRANTY AND LABOR COSTS FOR SUCH REPAIR. THERE ARE NO WARRANTIES WHICH EXTEND BEYOND THE DESCRIPTION ON THE FACE OF THIS WARRANTY. TO THE EXTENT PERMITTED BY LAW, ALL OTHER WARRANTIES, WHETHER EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE EXCLUDED.

State and Province Rights: This limited warranty gives you specific legal rights, and you may also have other rights which vary from state to state or province to province. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. Also, some provinces do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

DISPUTE RESOLUTION PROVISION

Karastan & Mohawk Industries and You agree that any controversy or claim arising out of or relating to the purchase, installation or use of Karastan & Mohawk Smartstrand and Kashmere Nylon® carpet products, including any claim for breach of warranty (a “Dispute”), may be settled only by BINDING ARBITRATION or in a small claims court, if the Dispute is within the jurisdiction of the small claims court and there will be NO JURY TRIAL. Karastan & Mohawk Industries and You agree that the American Arbitration Association (AAA) shall administer any arbitration in accordance with its Commercial Arbitration Rules and its Consumer-Related Dispute Supplementary Procedures and incorporated fee schedule, and judgment on the award rendered by the arbitrator may be entered in any court having jurisdiction thereof. The parties intend that the Dispute will be settled in individual (bi-lateral) and not class arbitration, do not consent to the incorporation of the AAA Supplementary Rules for Class Arbitration into the rules governing arbitration under this Dispute Resolution Procedure, and hereby waive any right to arbitrate a Dispute through representative or class arbitration. The parties intend that the arbitrator decide all issues of substantive arbitrability, including his/her own jurisdiction.

Law Governing Arbitration Provision: The Dispute Resolution Provision above establishing the arbitration process is governed by the Federal Arbitration Act (FAA), 9 U.S.C. §§ 1-16.

Information on the AAA and Arbitration Filing Requirements and Fees: The website for the AAA may be accessed at www.adr.org. The AAA Commercial Arbitration Rules may be accessed at <https://www.adr.org/sites/default/files/Commercial%20Rules.pdf>. The Consumer-Related Dispute Supplementary Procedures with its incorporated fee schedule may be accessed at <https://www.adr.org/sites/default/files/Consumer%20Rules.pdf>. For more information on AAA arbitration, contact: American Arbitration Association, Case Filing Services, 1101 Laurel Oak Road, Suite 100, Voorhees, NJ 08043. Toll Free number: 877-495-4185. Fax number: 877-304-8457. Email: casefiling@adr.org.

WAIVER OF JURY TRIAL: KARASTAN/MOHAWK AND YOU UNCONDITIONALLY WAIVE ANY RIGHT TO TRIAL BY JURY IN ANY ACTION, PROCEEDING OR COUNTERCLAIM ARISING OUT OF OR RELATING TO ANY DISPUTE ARISING UNDER THIS AGREEMENT. IF FOR ANY REASON A CLAIM PROCEEDS IN COURT RATHER THAN THROUGH ARBITRATION, KARASTAN/MOHAWK AND YOU AGREE THAT THERE WILL NOT BE A JURY TRIAL. YOU UNDERSTAND THAT BY THIS AGREEMENT YOU ARE WAIVING THE RIGHT TO HAVE ANY DISPUTE HEARD AND RESOLVED IN COURT BY A JURY.

LIFETIME STAIN RESISTANCE LIMITED WARRANTY (Pet urine; food & beverage)

For the Warranty Period stated, the surface pile of your Karastan & Mohawk Smartstrand and Kashmere Nylon® carpet will resist food, beverage, and pet urine stains that occur during normal residential use (“covered stains”) subject to your compliance with the carpet care and cleaning obligations (including professional cleaning) shown on page 2, Karastan & Mohawk Industries will, at its sole option, repair the affected area of your carpet containing the covered stain. If a repair cannot reasonably be made, Karastan & Mohawk Industries will replace the affected area of your carpet.

No carpet is fully stain proof. Therefore, Karastan & Mohawk Industries does not extend warranty coverage to any of the substances or causes of damage identified below (“non-covered stains”). The following are examples of non-covered stains excluded from this limited warranty:

- Non-food and non-beverage stains caused by substances, including, but not limited to, cosmetics, bleaches, inks, vomit, medications, blood or feces, etc. (See lifetime pet vomit and feces limited warranty section.)
- Stains caused by substances that destroy or change the color of the carpet, including, for example, but not limited to, stains caused by dyes (such as clothing or food coloring), bleaches, acne medications, drain cleaners and plant food.
- Color changes due to fading.
- These warranties do not cover the reappearance of previously cleaned stains (“wicking”). Wicking occurs when stains that have been concealed in the carpet backing or cushion reappear during additional re-cleaning.

PET VOMIT & FECES LIFETIME LIMITED WARRANTY Karastan & Mohawk Industries Smartstrand & Kashmere Nylon

Karastan & Mohawk Industries warrants that with proper care and maintenance (including professional cleaning), your Karastan & Mohawk Industries Smartstrand & Kashmere Nylon carpet will not be permanently stained from exposure to pet vomit and feces. This warranty coverage applies to indoor carpet installations only.

- If Karastan & Mohawk Industries determines that your carpet is stained, Karastan & Mohawk Industries will, at its sole option, repair or replace the affected area of your carpet and will handle such claims per the Terms and Conditions.
- Damage caused by pets such as lingering odors, carpet loop or tuft snags and pulls, or damage from extreme moisture are excluded.

LIFETIME ALL OTHER STAINS RESISTANCE LIMITED WARRANTY

For the Warranty Period stated, if your Karastan & Mohawk Industries Smartstrand & Kashmere Nylon carpet becomes stained by substances which are excluded from the Stain Resistance Limited Warranty (non-food and non-beverage stains) shown above, the affected area of the carpet will be repaired or replaced. This coverage is subject to the following conditions:

- The food and beverage stains covered by the Stain Resistance Limited Warranty above will still be covered during the Warranty Period by that limited warranty for your carpet.
- If the carpet is still noticeably stained after a professional cleaning, Karastan & Mohawk Industries Smartstrand & Kashmere Nylon will, at its option, repair or replace the affected area of your carpet under the Lifetime All Other Stains Limited Warranty.

- During the remaining coverage years following your carpet purchase, the limited warranty covers a percentage of the original purchase price of the carpet depending on when you report your claim to Custom Carpet Center. Please see proration chart on page 6.
- Karastan & Mohawk Industries will not pay any costs associated with removing and disposing of your old carpet, installing the replacement carpet (such as the labor to install the carpet), or any other costs. Those costs are your responsibility. If the identical carpet is not available, a Karastan & Mohawk Industries Smartstrand & Kashmere Nylon carpet of comparable quality and value must be selected. Comparability in carpet specifications is determined by Karastan & Mohawk Industries. If you choose to upgrade your carpet, the additional cost associated with the upgrade is your responsibility.
- If your bound carpet is replaced under the carpet Lifetime All Other Stains Limited Warranty, this limited warranty only covers one replacement and will not apply to any future carpet replacement.

The Lifetime All Other Stains Resistance Limited Warranty for your Karastan & Mohawk Industries Smartstrand & Kashmere Nylon carpet excludes fading, shading or pile reversal, snags, matting, crushing, wear, odor, burns, water damage, damage from improper cleaning or maintenance, damage from abnormal use or conditions, abuse, vandalism, or damage by smoke, fire, storm, flood, hurricane, wind, lightning, any other natural disaster or any act of God.

LIFETIME SOIL RESISTANCE LIMITED WARRANTY

Over time any carpet may change color due to the accumulation of dry soil from foot traffic. Karastan & Mohawk Industries warrants that for the stated Warranty Period, subject to your compliance with the recommended carpet care and cleaning procedures, your carpet will not have a “noticeable color change” due to deposits of dry soil as a result of foot traffic from normal, indoor household use.

- If, after following the recommended carpet care and cleaning procedures (including professional cleaning) shown on page 2, Karastan & Mohawk Industries determines that the noticeable color change is covered under this limited warranty, Karastan & Mohawk Industries will, at its option, repair the affected area of your carpet. If repair cannot reasonably be made, we will replace the affected area of your carpet.

Excluded from this limited warranty are color changes from grease, mud, asphalt, tar, paints, ink, rust, blood, cement, materials that permanently destroy, dyes or alter colors (such as bleaches, acne medications, drain cleaners and plant food), urine, feces, vomit, matting, crushing, appearance or color changes due to burns, pets, tears, cuts, pulls, shading or pile reversal, snags, fading, furniture depressions or athletic equipment.

LIFETIME ANTI-STATIC LIMITED WARRANTY

For the expected life of your carpet, it will not generate static greater than 5.0 kilovolts (using AATCC² Test Method 134). If Karastan & Mohawk Industries determines that your carpet does not meet this anti-static limited warranty, Karastan & Mohawk Industries will repair your carpet. If a repair cannot be reasonably made, Karastan & Mohawk Industries will replace the affected area.

TEXTURE RETENTION LIMITED WARRANTY

During the applicable Warranty Period, the surface pile of your carpet when installed over carpet cushion meeting the standards described below will not, under normal residential use, show a significant loss of carpet pile texture from the carpet tufts bursting, blooming, opening or losing their twist.

- Texture retention is defined as the ability of carpet tufts to retain their visible shape and not burst, bloom, open or lose their twist.
- This warranty is limited to loss of texture from foot traffic, resulting in tufts bursting, blooming, opening or losing their twist which cannot be corrected.
- If Karastan & Mohawk Industries determines that your carpet’s texture rating is below the minimum standards for the reasons described above, Karastan & Mohawk Industries, at its sole option, repair or replace the affected area of the carpet.
- In the U.S., carpet must be installed over cushion which meets the HUD UM 72a, Class 1 standards. This certification sets minimum standards for carpet cushion for density (lbs./ft³), thickness (in.), weight (oz./sq.yd.), and other physical characteristics which determine performance.

This limited warranty specifically excludes damage from pets or such things as tears, pulls, cuts, pilling, burns, furniture coasters, athletic equipment, snags, vacuum marks or heavy wheeled devices. Changes in appearance caused by matting, crushing, soiling, shading or pile reversal, bearding, washboarding, cornrowing, fading, delamination and rippling, buckling or furniture depressions are also specifically excluded.

ABRASIVE WEAR LIMITED WARRANTY

During the applicable Warranty Period, your carpet will not incur Fiber Loss from Abrasive Wear (as hereinafter defined) by more than 10% in any area. “Fiber Loss from Abrasive Wear” is defined as actual loss of fiber, due to abrasion, from the surface pile of the carpet. If Karastan & Mohawk Industries determines that your carpet has incurred Fiber Loss from Abrasive Wear, Karastan & Mohawk Industries will, at its option, repair or replace the affected areas of your carpet.

FADE RESISTANCE LIMITED WARRANTY for Karastan & Mohawk Industries Smartstrand & Kashmere Nylon

Karastan & Mohawk Industries warrants that, with proper care and maintenance, your Karastan & Mohawk Industries, Smartstrand & Kashmere Nylon carpet styles will not fade from exposure to sunlight or atmospheric contaminants (Ozone or Oxides of Nitrogen). This warranty coverage applies to indoor carpet installations only.

- If Karastan & Mohawk Industries determines that the noticeable color change due to sunlight or atmospheric contaminants exceeds minimum standards using the AATCC² Gray Scale, Mohawk and Karastan will, at its sole option, repair or replace the affected area of your carpet and will handle such claims per the Terms and Conditions.

The following are some examples of exclusions from this limited fade resistance warranty:

- Changes in carpet color due to air purifiers, photocopiers or other electronic equipment that emit significant amounts of ozone.
- Changes in carpet color resulting from external causes, such as spills of household chemicals, improper cleaning and other nonfood and non-beverage substances.
- Gradual fading over time from pesticides, cleaning agents, benzoyl peroxide and other household items.
- Noticeable color change due to accumulation of dry soil as a result of foot traffic from normal, indoor household use.

PRORATION SCHEDULE FOR THE ALL OTHER STAINS LIMITED WARRANTY (Also known as Custom Carpet Center Exclusive™)

For the “All Other Stains” Limited Warranty, carpet costs are prorated. Labor costs are not included in this warranty.

Proration Year	Proration for Lifetime “All Other Stains” Limited Warranty The Custom Carpet Center Exclusive
Year 1 - 7	100%
Year 8	90%
Year 9	90%
Year 10	90%
Year 11	80%
Year 12	70%
Year 13	60%
Year 14	50%
Year 15	40%
Year 16	30%
Year 17	25%
Year 18	20%
Year 19	15%
Year 20 and beyond	10%

¹An invoice or other documentation signed by the vendor is required.

²American Association of Textile Chemists and Colorists, Research Triangle Park, NC (“AATCC”).