

CARPET LIMITED WARRANTIES

ANDERSON TUFTEX 30-DAY CUSTOMER SATISFACTION GUARANTEE

Anderson Tuftex warrants that we will replace any of its Anso® Caress™ nylon and Anso® nylon carpet styles under this guarantee within 30 days of the date of installation if you are not completely satisfied. The replacement will be of an Anderson Tuftex carpet of comparable value but must be of a different style or color. If you request a carpet of greater value, you may pay the difference in price; however, there will be no monetary payment by Anderson Tuftex if you choose a carpet of lesser value. All charges involved in replacing your carpet, including labor, will be your responsibility.

Your Anderson Tuftex carpet must not have been improperly installed, abused or damaged. Installation must be in an owner-occupied residence; commercial use is excluded. Claims must be personally inspected by an Anderson Tuftex dealer. Prior to replacement, a claim report must be completed and submitted to Anderson Tuftex.

Claims under this guarantee will not be considered for carpet sold as second quality, irregular, used or mill end.

Replacement under the 30-Day Customer Satisfaction Guarantee is limited to one replacement per original carpet purchase.

ANSO NYLON RESIDENTIAL LIMITED WARRANTIES

The following details the Residential Limited Warranties issued by Anderson Tuftex for all Anso® nylon residential carpets, including Anso® Caress™ by Anderson Tuftex styles featuring Anso® Caress nylon.

WHO IS COVERED

These warranties protect you, the original purchaser, if you have purchased an Anderson Tuftex carpet made from Anso® nylon for your own residential use in an owner-occupied residence. These warranties are transferable providing both parties can supply proof of purchase and proof of proper maintenance.

What this Residential Limited Warranty covers - Subject to Anderson Tuftex General Warranty Terms and Conditions, the following outlines the warranty coverage of your Anso® nylon Residential Limited Warranties. All Anso® nylon warranties are non-prorated and include reasonable labor for installation.

LIMITED LIFETIME STAIN WARRANTY

Anderson Tuftex warrants that your Anso® nylon carpet will remain stain resistant to most household food and beverage substances from the date of the original installation in an owner-occupied residence in a proper indoor installation for as long as you own your carpet. Anso® nylon carpets are treated with Stain and Soil Resistance for enhanced protection. This warranty coverage runs from the date your carpet is installed for as long as you own it.

EXCLUSIONS

This Limited Lifetime Stain Warranty specifically excludes stains from substances such as bleaches, caustic chemicals, insecticides, paints, shoe polish, lipstick, plant food, iodine, very strong dyes, acids, feces, oil-based substances and vomit.

LIMITED LIFETIME PET URINE STAIN WARRANTY

Anderson Tuftex warrants that your Anso® nylon carpet will resist staining caused by pet urine stains. Stain resistance means the ability of your carpet pile to resist (i.e., minimize or withstand) permanent stains for as long as you own your carpet.

EXCLUSIONS

This warranty excludes any urine stain other than pet. Odor resulting from the covered pet urine stain is excluded. Wicking may occur requiring the pet urine area to be cleaned more than once. If above-mentioned stains are saturated and result in wicking, these stains will release with additional re-cleaning. Wicking is defined as a reappearance of previously cleaned stains due to liquid remaining in carpet backing or padding.

Cleaning of the affected area should begin immediately upon discovery. The more time that elapses before removal, the more difficult a stain will be to remove.

Please note: No carpet is absolutely stain proof. While your Anderson Tuftex carpet is inherently stain resistant, some staining may still occur, especially over time and in high-traffic areas. These carpets will enhance your ability to clean up stains, not prevent stains. Depending on the type of substance causing the stain, removal may require substantial repeated cleanings, and some stains may not be removable.

Anderson Tuftex may, at its sole option, elect to have the affected area of the carpet cleaned professionally.

LIMITED LIFETIME SOIL WARRANTY

Anderson Tuftex warrants that Anso® nylon carpets will resist soiling by most common household soil. If you properly maintain your carpet, soil will clean up more thoroughly, and less residue will remain on your carpet. This warranty coverage runs from the date your carpet is installed for as long as you own it.

Soil resistance means the ability of your carpet to resist (i.e. minimize or withstand) retention of the common dry dirt normally associated with carpet. Keep in mind, light-colored carpets will show soiling more than darker colors and will require more frequent maintenance to retain their appearance.

any silicone-based anti-soil treatments; any carpet These warranties also specifically exclude: any carpet which has been treated after installation within any nonresidential use; any carpet subjected to abnormal abuse; any carpet exposed to very hot substances or other abusive conditions; damage improper cleaning agents; deterioration in appearance not related to staining of pile fibers. Failure to follow recommended carpet care and cleaning instructions described in this booklet may result in damage to your carpet that will not be covered by your warranty.due to the application of

Cleaning of the affected area should begin immediately upon discovery. The more time that elapses before removal, the more difficult a stain will be to remove.

LIMITED 20-YEAR TEXTURE RETENTION WARRANTY

Anderson Tuftex warrants that this carpet will not exhibit significant twist loss or loss of texture from foot traffic for a period of twenty (20) years when used in an owner-occupied residence in a proper indoor installation. Proper installation requires use of a suitable pad meeting FHA/HUD requirements, following the Carpet & Rug Institute Residential Installation Standard CRI-105. (Note: Anderson Tuftex recommends a pad with a maximum thickness of 1/2" for optimum performance.) Consult your retailer for details.

EXCLUSIONS

Carpet installed outdoors or in areas subject to other than ordinary shoe traffic is excluded from this warranty. Crushing caused by furniture, including impressions left by legs of furniture, is not covered by this warranty.

Anso® Caress by Anderson Tuftex carpet installed on stairs without an approved padding is excluded from this warranty.

(Note: 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, which is intended to protect you from excessive appearance change.)

LIMITED 20-YEAR ABRASIVE WEAR WARRANTY

Anderson Tuftex warrants that the surface pile of your Anso® nylon carpet will not abrasively wear away by more than 10% in any area of the carpet for a period of twenty (20) years when used in an owner-occupied residence in a proper indoor installation. Proper installation requires use of a suitable pad meeting FHA/HUD requirements, following the Carpet & Rug Institute Residential Installation Standard CRI-105. (Note: Anderson Tuftex recommends a pad with a maximum thickness of 1/2" for optimum performance.) Consult your retailer for details. Abrasive wear means fiber loss and not changes in appearance such as crushing or matting.

EXCLUSIONS

Carpet installed outdoors or in areas subject to other than ordinary shoe traffic is excluded from this warranty. Crushing caused by furniture, including impressions left by legs of furniture, is not covered by this warranty.

Anso® Caress by Anderson Tuftex carpet installed on stairs without an approved padding is excluded from this Warranty.

LIMITED 20-YEAR QUALITY ASSURANCE WARRANTY

This warranty covers manufacturing defects that could occur in any Anderson Tuftex Anso® nylon carpet for a period of twenty (20) years when used in an owner-occupied residence in a proper indoor installation. By manufacturing defect we mean any defect in material or workmanship.

Carpet must be correctly installed in a proper indoor installation using a pad that meets FHA/HUD requirements, following the Carpet & Rug Institute Residential Installation Standard CRI-105. Consult your retailer for details.

EXCLUSIONS

Matting and crushing, or any change in appearance retention, are not manufacturing defects and are excluded from this warranty. For the purpose of this warranty, matting is defined as the physical entanglement of the fibers on the surface of the carpet. Crushing is defined as the loss of pile thickness due to foot traffic. Crushing caused by furniture, including impressions left by legs of furniture, is not covered by this warranty.

Anderson Tuftex will not provide credit for labor charges for appearance-related manufacturing defects that should have been detected before or during installation, such as missing tufts, dye spots, tears, loose backing, etc.

LIMITED 20-YEAR SOFTBAC® PLATINUM WARRANTY

Anderson Tuftex warrants that your SoftBac® Platinum carpet will remain free of wrinkles after installation for a period of twenty (20) years.

Carpet must be correctly installed in a proper indoor installation following the Carpet & Rug Institute Residential Installation Standard CRI-105. Consult your retailer for details.

EXCLUSIONS

Matting and crushing, or any change in appearance retention, are excluded from this warranty. For the purpose of this warranty, matting is defined as the physical entanglement of the fibers on the surface of the carpet. Crushing is defined as the loss of pile thickness due to foot traffic. Crushing caused by furniture, including impressions left by legs of furniture, is not covered by this warranty.

Please Note: This warranty does not apply to direct-glue installations. Although direct-glue installation of residential carpet is a CRI-approved installation method, carpets will not perform as well without padding. For this reason, texture retention warranties are based on the carpet being installed over a proper pad and become compromised when the carpet is directly glued to the subfloor. Wear, defect and stain warranties are not affected by the lack of pad and therefore are not compromised.

WARRANTIES APPLICABLE TO OTHER ANDERSON TUFTEX CARPETS

The following details the Residential Limited Warranties issued by Anderson Tuftex for all other Anderson Tuftex residential carpets. These warranties apply to purchases of Anderson Tuftex carpets made on or after January 1, 2010.

WHO IS COVERED

These warranties protect you, the original purchaser, if you have purchased an Anderson Tuftex carpet for your own residential use in an owner-occupied residence.

WHAT THIS RESIDENTIAL LIMITED WARRANTY COVERS

Subject to Anderson Tuftex's General Warranty Terms and Conditions, the following outlines the warranty coverage of your Residential Limited Warranties. Both of the Anderson Tuftex warranties are pro-rated in accordance with the schedule in the product care documents.

LIMITED 10-YEAR STAIN AND SOIL WARRANTY

Anderson Tuftex warrants that the surface pile of your Anderson Tuftex carpet under this warranty will remain stain resistant to most household food and beverage substances for ten (10) years in an owner-occupied residence in a proper indoor installation. This Limited Residential Warranty specifically excludes stains from substances such as bleaches (including acne medication), caustic chemicals, insecticides, paints, plant food, iodine, very strong dyes, acids, feces, urine and vomit.

Anderson Tuftex further warrants that the surface pile of your carpet will resist soiling by most common household soil for ten (10) years in an owner-occupied residence in a proper indoor installation. Proper maintenance and regular vacuuming will reduce soiling, and less residue will remain in the carpet. Note that light-colored carpets will show soiling more readily than darker colors and require more frequent maintenance to keep them looking their best.

EXCLUSIONS

This limited warranty specifically excludes stains from substances such as bleaches, caustic chemicals, insecticides, paints, shoe polish, lipstick, plant food, iodine, very strong dyes, acids, feces, oil-based substances and vomit.

Please note: No carpet is absolutely stain proof. While your Anderson Tuftex carpet is inherently stain resistant, some staining may still occur, especially over time and in high-traffic areas. These carpets will enhance your ability to clean up stains, not prevent stains. Depending on the type of substance causing the stain, removal may require substantial repeated cleanings, and some stains may not be removable. Anderson Tuftex may, at its sole option, elect to have the affected area of the carpet cleaned professionally.

Please note: No carpet is absolutely stain proof. While your Anderson Tuftex carpet is inherently stain resistant, some staining may still occur, especially over time and in high-traffic areas. These carpets will enhance your ability to clean up stains, not prevent stains. Depending on the type of substance causing the stain, removal may require substantial repeated cleanings, and some stains may not be removable. Anderson Tuftex may, at its sole option, elect to have the affected area of the carpet cleaned professionally.

LIMITED 10-YEAR QUALITY ASSURANCE WARRANTY

This warranty covers manufacturing defects that could occur in any Anderson Tuftex carpet for a period of ten (10) years when used in an owner-occupied residence in a proper indoor installation. By manufacturing defect we mean any defect in material or workmanship.

Carpet must be correctly installed in a proper indoor installation using a pad that meets FHA/HUD requirements, following the Carpet & Rug Institute Residential Installation Standard CRI-105. Consult your retailer for details.

EXCLUSIONS

Matting and crushing, or any change in appearance retention, are not manufacturing defects and are excluded from this warranty. For the purpose of this warranty, matting is defined as the physical entanglement of the fibers on the surface of the carpet. Crushing is defined as the loss of pile thickness due to foot traffic. Crushing caused by furniture, including impressions left by legs of furniture, is not covered by this warranty.

Anderson Tuftex will not provide credit for labor charges for appearance-related manufacturing defects that should have been detected before or during installation, such as missing tufts, dye spots, tears, loose backing, etc.

LIMITED 10-YEAR SOFTBAC® PLATINUM WARRANTY

Anderson Tuftex warrants that your SoftBac® Platinum carpet will remain free of wrinkles after installation for a period of ten (10) years.

Carpet must be correctly installed in a proper indoor installation following the Carpet & Rug Institute Residential Installation Standard CRI-105. Consult your retailer for details.

EXCLUSIONS

Matting and crushing, or any change in appearance retention, are excluded from this warranty. For the purpose of this warranty, matting is defined as the physical entanglement of the fibers on the surface of the carpet. Crushing is defined as the loss of pile thickness due to foot traffic. Crushing caused by furniture, including impressions left by legs of furniture, is not covered by this warranty.

Please Note: This warranty does not apply to direct-glue installations. Although direct-glue installation of residential carpet is a CRI-approved installation method, carpets will not perform as well without padding. For this reason, texture retention warranties are based on the carpet being installed over a proper pad and become compromised when the carpet is directly glued to the subfloor. Wear, defect and stain warranties are not affected by the lack of pad and therefore are not compromised.

ANDERSON TUFTEX GENERAL WARRANTY TERMS AND CONDITIONS

The following outlines the general warranty terms and conditions applicable to all Anderson Tuftex warranties. Once a product has been installed, such product is deemed accepted by buyer and no warranty shall apply for color, characteristics, cut, fit or appearance-related claims.

LIMITATIONS ON YOUR ANDERSON TUFTEX WARRANTIES

Non-transferability

These Anderson Tuftex warranties are extended only to the original purchaser and are not transferable. Note: Does not apply to Anso® nylon carpets.

First quality products

Warranties are not applicable to carpet sold as second quality or used, or carpet sold at discontinued pricing or inventory sold as excess (discounted).

IMPROPER INSTALLATION

Improper installation can cause problems with your carpet. To ensure proper installation, your carpet should be installed in accordance with the Carpet & Rug Institute Residential Installation Standard CRI-105. Consult your floor covering retailer for details. We are not responsible for any defects caused by improper installation. Examples are wrinkling due to insufficient stretch, loss of tufts due to improper seaming and/or damage to the backing system.

Improper maintenance or inadequate care

Your carpet requires routine maintenance. Please follow the recommendations described in this booklet. We are not responsible for damage to your carpet caused by improper maintenance or inadequate care.

Accidents, abuse or abnormal wear

Your Anderson Tuftex warranties do not cover damage resulting from accidents or abuse such as staining, soiling, burning, flooding, cutting and damage caused by pets. Staining from common household food and beverage substances is covered under the Anderson Tuftex stain warranties.

Pad failure

Deterioration of the padding can cause problems with your carpet. We are not responsible for any defects caused by failure of the carpet pad. Please see the pad manufacturers warranty statement for more information. Note: Anderson Tuftex recommends a pad with a thickness of 1/2" or less and minimum 6-lb. density for optimum performance. Firmer, thinner pads generally perform better.

Pad failure

Deterioration of the padding can cause problems with your carpet. We are not responsible for any defects caused by failure of the carpet pad. Please see the pad manufacturers warranty statement for more information. Note: Anderson Tuftex recommends a pad with a thickness of 1/2" or less and minimum 6-lb. density for optimum performance. Firmer, thinner pads generally perform better.

Changes in carpet color

Your Anderson Tuftex warranties do not cover changes in carpet color resulting from external causes, such as fading due to sunlight or spills of household chemicals and other non-food and non-beverage substances.

Differences from samples

Your Anderson Tuftex warranties do not cover minor and normal differences between the color of the retail store sample and color of the actual carpet.

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Geographic locale

These warranties apply only in the United States and Canada.

Consequential or incidental damages

WE EXCLUDE AND WILL NOT PAY CONSEQUENTIAL OR INCIDENTAL DAMAGES UNDER THESE WARRANTIES. BY THIS WE MEAN ANY 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 ANDERSON TUFTEX WARRANTIES. BY IMPLIED WARRANTIES WE MEAN ONES THAT THE LAW PRESUMES TO HAVE BEEN GIVEN BY THE SELLER EVEN THOUGH THEY AREN'T SET OUT IN WRITING.

Please note: SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES OR LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

YOU HAVE LEGAL RIGHTS UNDER THIS WARRANTY. THESE WARRANTIES GIVE YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE. EXCEPT FOR THESE RIGHTS, THE REMEDIES PROVIDED UNDER THESE WARRANTIES STATE THE LIMIT OF ANDERSON TUFTEX.

HOMEOWNER OBLIGATIONS UNDER THE ANDERSON TUFTEX WARRANTIES

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

1. Keep proof of purchase in the form of a bill, invoice or statement from your Anderson Tuftex 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 Residential Installation Standard CRI-105.

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. (See page 12 for more information.)

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 Institutes 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.

HOW TO FILE A CLAIM AND WHAT ANDERSON TUFTEX/SHAW INDUSTRIES WILL DO IF YOU NEED WARRANTY SERVICE:

Anso® nylon carpets

If your Anderson Tuftex Anso® nylon carpet does not perform according to our warranties, Anderson Tuftex will repair or replace affected areas of your carpet that do not perform according to the respective warranty with comparable carpet made with Anso nylon. Anderson Tuftex reserves the right to determine what comparable carpet is. Replacement will be at our cost, including reasonable labor for installation. We will cover only the actual cost of installing your carpet and no costs associated with customizing carpet (e.g., aesthetic inserts, sculpting, borders). Any charges for carpet disposal, new padding, or moving furniture, equipment, etc. are your responsibility. All Anso nylon warranties are non-prorated.

Labor charges

During the first year of coverage under these other warranties, Anderson Tuftex/Shaw Industries, Inc., will arrange for a credit to your retailer for reasonable labor charges to repair or replace defective areas.

Please note: Anderson Tuftex reserves the right to repair the defective area in question if restoration is practical. In such cases, repair will be effected in lieu of carpet replacement, at the sole discretion of Anderson Tuftex.

Anderson Tuftex will not provide credit for labor charges for appearance-related manufacturing defects that should have been detected before or during installation, such as missing tufts, dye spots, tears, loose backing, etc. Pile distortion or roll crush is a temporary, correctable problem which is not considered a manufacturing defect.

OTHER WARRANTY SERVICE

If you have a claim against any other manufacturer who has an applicable warranty on an Anderson Tuftex carpet, please contact them directly for information on filing a claim. Ask your Anderson Tuftex retailer for any other warranty statement that may apply to your Anderson Tuftex carpet when you make your purchase.

The Shaw Industries Information Center provides information about proper installation and maintenance of your Anderson Tuftex carpet. Much of this information is included in this booklet. If you have other questions, please feel free to write or call us.

If you think that there is a defect in your carpet that is covered by one of the Anderson Tuftex warranties, you must notify the Anderson Tuftex retailer who sold you the carpet. Your retailer will be able to file the claim with Shaw Industries for you. If you are unable to contact your retailer or do not receive satisfaction, write: Shaw Industries, Financial Services, P.O. Box 2128 Mail Drop 026-04, Dalton, GA 30722-2128

Be sure to include a full description of the problem, photos if available, proof of purchase showing the price paid for the carpet excluding pad and labor and proof of periodic cleaning by hot water extraction.

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PRORATION SCHEDULE FOR OTHER PRORATION SCHEDULE FOR OTHER ANDERSON TUFTEX CARPETS

If your carpet does not perform according to the warranty, Anderson Tuftex will offer credit equal to the cost of the carpet material only in accordance with the following schedule:

1st Year	100%	6th Year	90%
2cnd Year	100%	7th Year	80%
3rd Year	100%	8th Year	70%
4th Year	100%	9th Year	60%
5th Year	100%	10th Year	50%

ANDERSON TUFTEX LOOP PRODUCTS

Anderson TufTex warrants that, under normal use, carpet coated with our standard performance backing systems (ClassicBac® or SoftBac®) will provide superior tuft bind properties. Anderson TufTex carpets are guaranteed not to edge ravel or “zipper” for up to 10 years. Seams and edges must be properly sealed based on our installation guidelines.

Note: The warranty is not transferable. It extends only to the original retail purchaser. Anderson TufTex does not grant to any person or entity the authority to create for it any obligation or liability in connection with this product.

ANDERSON TUFTEX SHALL NOT BE LIABLE TO THE CONSUMER OR ANY OTHER PERSON OR ENTITY FOR ANY INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES, ARISING OUT OF BREACH OF THIS LIMITED WARRANTY OR ANY IMPLIED LIMITED WARRANTY (EXCLUDING MERCHANTABILITY).

ALL IMPLIED WARRANTIES, INCLUDING AN IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE HEREBY LIMITED TO THE DURATION OF THIS LIMITED WARRANTY. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF IMPLIED WARRANTIES OR THE LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO THE PURCHASER. THIS WARRANTY GIVES THE PURCHASER SPECIFIC LEGAL RIGHTS, SUCH RIGHTS MAY VARY FROM STATE TO STATE.