



# Exclusive Warranty Limited Warranties at a Glance

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

Throughout this document, 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:  | <b>Kashmere</b><br>a premium Karastan fiber    | SmartStrand <i>Silk</i><br>RESERVE   | SmartStrand <i>Silk</i><br>FOREVER CLEAN                                       | SmartStrand <i>Ultra</i><br>FOREVER CLEAN                                      |
|--|--|--|--|--|
| Food & Beverage Stains   | Lifetime                                       | Lifetime   | Lifetime   | Lifetime   |
| Pets <sup>1</sup>  | Lifetime<br>Urine, vomit, feces, stains only   | Lifetime<br><b>ALL PETS</b><br>Urine, vomit, feces and all Stains No Exclusion | Lifetime<br><b>ALL PETS</b><br>Urine, vomit, feces and all Stains No Exclusion | Lifetime<br><b>ALL PETS</b><br>Urine, vomit, feces and all Stains No Exclusion |
| All Other Stains <sup>2</sup> —<br>Custom Carpet Centers<br><b>EXCLUSIVE</b> | Lifetime                                       | Lifetime   | Lifetime   | Lifetime   |
| Soil Resistance  | Lifetime                                       | Lifetime   | Lifetime   | Lifetime   |
| Anti-Static  | Lifetime                                       | Lifetime   | Lifetime   | Lifetime   |
| Texture Retention <sup>3</sup>   | 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 <sup>3</sup>   | 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)<sup>4</sup>

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 Kashmere Nylon and Smartstrand® carpet and install your replacement Karastan & Mohawk Kashmere Nylon and Smartstrand® carpet.

See warranty brochure 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:

<sup>1</sup> Limited to stains caused by pets.

<sup>2</sup> Labor costs are not included, and carpet costs are prorated. See warranty brochure for details.

<sup>3</sup> Using a qualifying carpet cushion with a breathable moisture barrier, like Karastan & Mohawk Premium 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 warranty brochure for details).

<sup>4</sup> See [www.Mohawk.com](http://www.Mohawk.com) & [www.Karastan.com](http://www.Karastan.com) for details. Warranty details are also available online at [www.customcarpetcenters.com](http://www.customcarpetcenters.com)

## WARRANTY MAINTENANCE

### **Warranty Requirement – Professional Carpet Cleaning**

Consumers must have had a hot water extraction cleaning performed by a qualified carpet care professional, at least as frequently as once every 18 months from the date of their carpet purchase. Failing to do so will void their warranty coverage.

### **Warranty Requirement – Maintain Receipts**

The customer will need to retain copies of their purchase receipt and all professional cleaning receipts to show that the carpet has been professionally cleaned at least once every 18 months from the date of purchase.

### **Registering the Warranty**

Carefree No Registration Required – just keep your receipt as proof of purchase from Custom Carpet Centers – in the unlikely event there becomes an issue just contact Custom Carpet Centers and they will assist as needed.

## FILING A CLAIM

To file a claim you or your customer will need:

- Purchase date and installation dates
- Purchase location and phone number
- Carpet style and color
- Rooms and quantity purchased
- Purchase and cleaning receipts with service dates

The customer files a claim directly by calling  
**Custom Carpet Centers @ 716-674-0678**



## BENEFITS TO REMEMBER

1. CCC has the BEST benefits and warranty coverage on ALL Karastan & Mohawk Industries carpets, including stairs and hallways.
2. Covers Labor, Not Prorated. Lifetime limited warranty coverage on Food and Beverage, Pet Stains, Soil Resistance and Anti-Static covers labor and is not prorated.
3. The Custom Carpet Centers Exclusive “If it stains, we replace it” is only available at CCC. This promise delivers lifetime<sup>1</sup> protection against all stains that are not included in the regular food and beverage warranty (some exclusions apply<sup>2</sup>.) Labor is not included and coverage is only prorated after 7 years.
4. 90 Day Love it or Replace it Promise. After installation, if your customer is not satisfied with the color, style or design of the new Karastan or Mohawk Industries carpet, we will replace it (Some restrictions may apply<sup>3</sup>.)
5. Warranty is completely transferable at no cost. When a home owner-occupier sells the house, the Karastan & Mohawk<sup>®</sup> carpet warranty can transfer to the new owner-occupier within 60 days of the sale of the home at no cost<sup>3</sup>.
6. Texture Retention and Abrasive Wear warranties can be extended by 5 years by using a quality carpet cushion with a breathable moisture barrier, like Karastan & Mohawk Industries premium<sup>®</sup> carpet cushion.
7. Not “One and Done”. If Karastan or Mohawk Industries replaces your customer’s carpet under any of its warranties, the new replacement carpet carries a warranty throughout the remaining portion of the original warranty term. (Excludes bound rugs)
8. Premium Concierge Service. CUSTOM CARPET CENTERS<sup>®</sup> customers are invited to contact CCC for all warranty, purchase, cleaning and maintenance questions.

## CARPET MAINTENANCE

### Regular Maintenance

- Vacuum at least weekly to remove dry soil particles that can dull fibers and cause matting.
- Combat crushing by placing glides under heavy furniture.
- Rotate furniture to give carpet a rest.
- Close blinds or shades to avoid long hours of direct sunlight.
- Revitalize, clean and refresh carpet fibers with a professional hot water extraction. It also helps maintain the twist. (See warranty requirement details in column<sup>1</sup>.)

### When Accidents Happen

- Clean spills promptly.
- The Carpet Stain Removal Guide on [www.mohawkflooring.com/carpet/guides/carpets-care-maintenance](http://www.mohawkflooring.com/carpet/guides/carpets-care-maintenance) or [www.karastan.com/support-care/carpet-care](http://www.karastan.com/support-care/carpet-care) explains how to safely remove all different types of stains. From acne medication to wine, we’ve got you covered!

### Professional Cleaning

Karastan & Mohawk Industries recommends you consult the Institute of Inspection, Cleaning and Restoration (IICRC) at 1-844-464-4272, or access their website at [IICRC.org](http://IICRC.org) for an experienced certified professional in your area. Please note that personal or rental carpet cleaning machines are not equivalent to a professional carpet cleaning.

<sup>1</sup> Mohawk and Karastan defines lifetime carpet coverage as the life of the carpet, which begins on the date of purchase. Proration may apply to some lifetime limited warranties. <sup>2</sup> 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.

<sup>3</sup> For complete details, see Limited Warranty brochure; available at retail locations or by calling 855-852-7668.