

THE CALLAHAN PROMISE



No One Will Beat Our Prices on the Same Item. NO ONE.

Custom Carpet Centers is one of America's largest floorcovering dealers. Volume buying for all of Western New York's premier home builders has enabled us to pass along tremendous savings to our retail customers also.

We are so confident that our prices are the best, that we guarantee that we will have the lowest total installed price on an exact product comparison. If you find a lower advertised price on the same exact product for a period of 30 days after the date of sale, we will refund the difference of your purchase price plus an additional 10%.

All costs must be considered, including but not limited to, measure fees, comparable professional installation, taxes, comparable cushion, miscellaneous charges, etc.



Our Platinum Installation Warranty is the Best in the Floorcovering Business. We'll Fix Installation Related Items FREE for 2 Full Years!

Custom Carpet Centers warrants to consumers purchasing installation work in conjunction with the purchase of floor covering materials, that such work will be performed in accordance with generally accepted industry standards, practices, and manufacturer specifications, and that if the workmanship does not conform to these standards, practices, and specifications or should fail as a result of installation error, we will make any necessary repairs at no charge, within the first 2 years. The guarantee is granted to the original buyer and cannot be transferred or assigned. Owner occupied residences, only.

Since successful repairs in many circumstances must be made timely, notice must be given promptly. If failure to report a specific occurrence contributes to the product failure, coverage under the terms of our warranty may be limited or voided. Notice is to be given to our Customer Service Department in Orchard Park at 674-0678.

This Warranty DOES NOT cover:

1. No warranty will apply in lieu of the manufacturer's warranty for product failure or defects caused by or resulting from the manufacturer.
2. Dissatisfaction due to improper maintenance, abuse, plumbing failures, structural defects, cracks, or excessive moisture.
3. Burns, stains, cuts, heel marks, and lack of or improper floor protectors, and furniture rests or damage caused by other abuse or accident.
4. Warranty of materials and/or workmanship not provided by our company is excluded from coverage.
5. Restretching of carpet that is necessary due to moisture and/or temperature variations or due to dragging of heavy objects or furniture over it.
6. Moving of furniture.
7. Any Installation Work on Stairs.

This warranty is in lieu of all other express warranties. Custom Carpet Centers will not be liable for indirect, special, incidental, consequential, or other damages of any kind, no matter what the cause.

Seams are not guaranteed to be invisible, but to be made in a professional, workmanlike manner.



If You Are Not Satisfied With Your Flooring, We'll Replace It. PERIOD.

We guarantee that we will do everything in our power to ensure your satisfaction. We are so proud as a company of our commitment to excellence that if you are not satisfied with your flooring we'll replace it with **no questions asked**.

At Custom Carpet Centers we want you to be able to buy with complete confidence, so we guarantee that if you feel that you made the wrong choice, after you have had your floor for 30 days, you will have 30 additional days in which to contact us for a complete replacement.

This guarantee applies to flooring used in owner occupied residences, and to flooring purchased by the tenant in a rental dwelling, but is not transferable. Installation and removal costs for the replacement flooring are not included under this warranty and are your responsibility at the then current regular retail price.

This guarantee **does not include cash & carry purchases**, remnants, area rugs, or glued down carpet installations. Existing residential only. The replacement floor must be a comparable value, but cannot be of the same style and color.

Custom Carpet Centers/Main Office
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Any warranties offered by the manufacturer or fiber producers will precede those offered by Custom Carpet Centers. Also any insurance claims for misuse, damage and abuse will take precedence over this guarantee and no duplicate claims shall be honored. Replacement under the 30 day Total Satisfaction Warranty is limited to one replacement per original flooring purchase.