



Residential Carpet Warranty Information



shawfloors.com





Shaw is more than a name or a label. It's a promise of outstanding performance, unique styling and overall value. For more than 50 years, consumers just like you have trusted Shaw products to stand up to their busy lifestyles. We have three residential fiber brands that support the Shaw brand. Each brand includes exclusive features and benefits.



This brochure was designed to help you better understand the warranties that come with your new carpet. While this brochure contains details of all of the warranties featured on Shaw carpet, please note that not all warranties apply to all Shaw carpets. The specific warranties applicable to your carpet can be obtained by visiting the appropriate section below.

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Warranties that apply to Shaw fibers:



*As a result of Shaw's Evergreen nylon recycling technology, these Anso nylon carpets of Nylon 6 are capable of being recycled into new carpet over and over again. Please visit www.shawfloors.com for details.

Limited Warranties

CaressTM Nylon / Anso[®] Nylon (Recyclable* /C2C Certified)

Lifetime	Stain, Soil & Certain Pet Stains
20-Year	Texture Retention, Abrasive Wear Quality Assurance, SoftBac [®] Platinum

Non-Prorated | Transferable
Labor Inclusive | Stairs Included (Anso nylon only)

30-Day Customer Satisfaction (labor excluded)

EverTouch[®] Nylon (Recyclable/C2C Certified)

Lifetime	Stain, Soil, Certain Pet Stains
15-Year	Texture Retention, Abrasive Wear Quality Assurance, SoftBac [®] Platinum

30-Day Customer Satisfaction (labor excluded)

ClearTouch[®] Platinum PET (50% Recycled Content^{**})

Same Warranties as EverTouch Nylon

ClearTouch[®] PET Polyester (25% Recycled Content^{***})

Lifetime	Stain, Certain Pet Stains
15-Year	Soil
10-Year	Texture Retention, Abrasive Wear Quality Assurance, SoftBac [®] Platinum

30-Day Customer Satisfaction (labor excluded)

**ClearTouch Platinum PET fiber contains 50% post-consumer recycled PET.

***ClearTouch PET fiber contains 25% post-consumer recycled PET.

Warranties that apply to other Shaw carpets (those not made with Anso[®] CaressTM nylon, Anso[®] nylon, EverTouch[®] nylon, ClearTouch[®] Platinum or ClearTouch[®] PET* polyester)

Residential products in this category carry the following warranties:

- **Limited 10-Year Quality Assurance Warranty**
- **Limited 10-Year Stain and Soil Warranty**
- **Limited 10-Year SoftBac[®] Platinum Warranty** where applicable

See other Shaw quality assurance and stain and soil warranties for what is covered and exclusions. See 10-year proration schedules on page 36 for proration details. Note that pet urine is excluded under the stain resistance warranty for other Shaw carpets.

Specific warranty information for all Shaw products begins on page 12.

*PET stands for polyethylene terephthalate, a type of polyester that's extremely durable and strong, as well as inherently stain resistant.

Protecting your investment is up to you...

Like other fine furnishings, carpet requires proper care, and you should reference your residential warranty for specific care requirements. There are also a few simple steps you can take to insure the lasting beauty of your new carpet:

Prevention

Keep the dirt/soil out. Use walk-off mats at entrances and other areas to keep outside dirt and moisture from being tracked onto the carpet. Clean mats frequently. Keep your sidewalks and entrances free of excessive dirt.

Vacuum Frequently

The best way to reduce dirt accumulation and prolong the life of your carpet is to vacuum, vacuum, vacuum! Most dirt, even dust, is in the form of hard particles. When left in the carpet, these gritty, sharp particles abrade the pile as effectively as sandpaper. How frequently should you vacuum? That depends on the amount of foot traffic and household soil to which your carpet is exposed. More use means more frequent vacuuming. Shaw recommends a vacuum cleaner with a rotating brush or "brush/beater bar" to agitate the pile and mechanically loosen soil particles. The exception to this is for shag styled products with longer yarns which might tend to wrap around a rotating brush. For these styles we recommend a suction-only vacuum.

Also, be aware that some vacuums have overly aggressive action which may damage the surface of your carpet. An inexpensive, less efficient vacuum can remove surface dirt but will not effectively remove the hidden particles embedded in the pile.

For most Shaw carpets, make sure your vacuum is certified through the Carpet and Rug Institute (CRI) Seal of Approval/ Green Label Vacuum Cleaner Program. Visit www.carpet-rug.org for details and listings.

SPECIAL NOTE ON VACUUM SELECTION FOR CARESS BY SHAW CARPETS:

Most vacuums are not designed to work perfectly with all types of carpet. Caress by Shaw luxurious, soft products featuring Anso Caress nylon require a vacuum that can be easily maneuvered across the thick surface. The operation of certain types of vacuums is impeded by the plush, ultra-soft surface, and the machine cannot be easily pushed across the carpet. Go to <http://caressbyshaw.com/Care-Warranty/vacuum/> for detailed information on vacuum characteristics and a list of recommended vacuum models.

Spots & Spills

Prompt attention to spots and spills is essential. Some spilled materials will stain or discolor carpet if not removed promptly. Other spills can leave a sticky residue that may result in increased soiling if not removed.

No carpet is stain proof, although many are stain resistant, which allows time for removal.



Scrape:

Remove as much of food spills as possible by scraping gently with a spoon or dull knife.



Absorb:

Absorb wet spills as quickly as possible by blotting repeatedly with white paper or cloth towels.



Blot:

Always blot; never rub or scrub abrasively, as a fuzzy area may result. When blotting, work from the outer edge in toward the center of the spot to avoid spreading the spill.



Rinse:

Always follow up with water to remove detergent residue that may become sticky and cause rapid resoiling.



Weight:

Remove remaining moisture by placing several layers of white towels over the spot and weigh them down with a heavy object that will not transfer color, such as a plastic jug of water.

Spot Removal

Shaw's R2X® Stain & Soil Remover is recommended for all types of spot cleaning and is available from your floor covering retailer or through www.shawfloors.com. It is approved under the Carpet and Rug Institute's (CRI) Seal of Approval certification. Additional cleaning products in the CRI certification program are listed at www.carpet-rug.org. Do not use any household cleaners other than those listed in this program, since many household products contain chemicals that may permanently damage your carpet.

If one of the recommended products is not readily available you may use the guidelines below:

Cleaning Solutions



Detergent:
Mix 1/4 teaspoon clear, hand dish-washing detergent with 1 cup warm, not hot, water. Use a clear, non-bleach liquid dishwashing detergent such as Dawn, Joy, or clear Ivory.



Hydrogen Peroxide/Ammonia:
Mix 1/2 cup hydrogen peroxide (3% solution available in drug stores) with one teaspoon undiluted, unscented, clear (non-sudsy) household ammonia. Use within two hours of mixing.



Vinegar:
1 part white vinegar to 1 part water



Ammonia:
One tablespoon to one cup water.



Solvent:
Liquid, non-oily, non-caustic type sold for spot removal from garments. Use products for grease, oil, and tar removal such as Carbona and Afta. Do not apply directly to carpet to prevent carpet damage. (See Procedure A on page 9.)

The following chart lists the most common household stains and the procedure used to remove them. If using more than one procedure, allow to dry in-between.

Stain	Procedure	Stain	Procedure
Beer	B	Ink-India, Marking Pen	A, M
Berries	M	Kool-Aid	M
Blood	M	Lemonade	M
Butter	A	Makeup	A, B
Candle Wax	O, A	Mayonnaise	B
Candy (sugar)	B	Mercurochrome	M
Catsup	M	Merthiolate	M
Chewing Gum	G, A	Milk	B
Chocolate	B	Mixed Drinks (liquors)	M
Chalk	P	Mud (dried)	P, B
Coffee	M	Mustard	M
Cooking Oil	A, B	Nail Polish	L
Crayon	A, B	Paint-Latex	B
Dirt or Clay	P, B	Paint-Oil	A
Dyes (Blue, Black, etc.)	M	Pet Food	M
Excrement	B	Shoe Polish	A, M
Fruit Juice/Drinks	M	Soft Drinks	M
Furniture Polish	A	Tar	A
Grease-Food	A, B	Tea	M
Grease-Auto	A	Urine	D, M
Glue-White	B	Vomit	B, M
Glue-Hobby	A, L	Wine	B, M
Ice Cream	B	Unknown	A, B
Ink-Ball Point Pen	A		

*Please reference your specific warranty for covered stains. The stain removal procedures recommended on the following page are provided to assist in maintaining your carpet and reflect the best information available. Remember, **no carpet is stain proof**.*

WARNING: Certain products found in most homes can cause irreparable damage to your carpet. Bleaches, tile cleaners, mildew removers, oven cleaners, drain openers, pesticides, and some plant foods can have strong chemicals which discolor or dissolve carpet fibers. Acne medications containing benzoyl peroxide, a very powerful bleach, are capable of permanently damaging your carpet and most other fabrics as well.

Reminder:

Always follow up with water to remove detergent residue that may become sticky and cause rapid resoiling.

Procedure A:

Apply solvent to dry towel/cloth. Blot, don't rub. Repeat application as above. Blot, don't rub. Follow with Procedure B.

Procedure B:

Scrape or blot up excess spill. Apply detergent (see "Cleaning Solutions"), use damp towel. Blot, don't rub. Apply water with damp towel. Blot; finish with weighted pad of towels.

Procedure D:

Scrape or blot up excess spill. Apply detergent (see "Cleaning Solutions"), use damp towel. Blot, don't rub. Apply ammonia (see "Cleaning Solutions"), use damp towel. Blot, don't rub. Apply white vinegar (undiluted), only after stain is removed. Apply water rinse with a damp towel. Blot; finish with weighted pad of towels.

Procedure G:

Scrape or blot up excess spill. Freeze with ice cubes. Shatter with blunt object such as back of spoon. Remove chips before they melt.

Procedure L:

Apply solvent remover (non-oily acetone type) to a white cotton towel and apply to spill. Do not saturate carpet. Pick up softened material using a clean, white paper towel, push toward center of the spot (to avoid spreading material). Repeat above, soften and carefully remove a layer of the material each time. Haste may spread the stain and/or damage the carpet. Follow with Procedure B.

Procedure M:

Apply detergent solution (see "Cleaning Solutions") to white towel, leave 3-5 minutes. Blot, don't rub. If stain is removed, finish with a water rinse, then blot, then apply a pad of weighted paper towels. If stain is not removed, continue as follows: Apply hydrogen peroxide solution (see "Cleaning Solutions"), let stand 2-3 hours under a weighted sheet of plastic wrap. Repeat application of hydrogen peroxide and allow to dry until removal is complete. Apply white vinegar only after stain is removed. Apply water with damp towel. Blot and dry with weighted pad of paper towels.

Procedure O:

Scrape off excess material. Cover with white cotton towel or brown paper. Lightly apply warm iron to towel or paper until material is absorbed. Be sure towel is large enough to cover the stained area. Never touch the iron directly onto the carpet, as the fiber may melt! Change towel or rotate same towel to a clean area and repeat until all material is absorbed.

Procedure P:

Vacuum as much as possible. Loosen remaining material by tapping with a scrub brush or toothbrush. Tap with brush, do not scrub. Vacuum again. Follow with procedure "B".

Clean Most Frequently Used Areas More Often

The most frequently used areas of your carpet — entrances, doorways, traffic lanes, seating areas, etc. will collect dirt much faster than other areas. By cleaning these areas when they first show signs of soiling you can prevent the dirt from spreading to the rest of the carpeted areas of the house.

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.

Shaw recommends only hot water extraction (also called "steam cleaning"), utilizing carpet cleaning products, equipment, and systems certified through the Carpet and Rug Institute's Seal of Approval Program. These products are listed at www.carpet-rug.org. **Warning:** Non-approved cleaning products and topical treatments, applied by you or by a professional carpet cleaner, may result in damage to your carpet that will not be covered by your warranty.

Shaw recommends that professional service be performed by an IICRC certified firm. Locate a professional cleaner through the Institute of Inspection, Cleaning and Restoration Certification (IICRC) at 1-800-835-4624 or www.iicrc.org. Cleaning by other professional services may result in damage that will not be covered by your warranty.

Do-it-yourself Systems

If you decide to rent a steam cleaning machine and do it yourself, remember recommended carpet cleaning equipment and cleaning products should have certification in the CRI Seal of Approval Programs (www.carpet-rug.org).



Shading/Vacuum Cleaner Marks

Shading is normal in luxurious, cut pile carpet constructions, such as velvets or saxonies. This visual effect is a result of light reflecting differently from the tips of the carpet tufts versus the sides of the tufts. It is an aesthetic quality built into the carpet design and not considered a defect.



Seams

Reputable carpet stores use qualified installers who know how to minimize the appearance of seams. Seams may be slightly more apparent with a loop pile carpet than with a cut pile carpet.



Footprints

Most deep, cut pile carpets will show shoe or foot impressions. If you find this objectionable, a low pile carpet with a denser construction can help minimize this condition. Textured saxonies and frieze constructions are ideal for minimizing the appearance of footprints.



Indentations

Shift the location of furniture from time to time. Brush the dented area or use a grooming tool or fork to gently loosen or stand the crushed tufts upward. Holding a steam iron several inches above the carpet surface, steam the indented area lightly and brush the tufts upward with your fingertips. Do not let the iron touch the carpet!



Tip Bloom

Over time, day-to-day foot-traffic can cause the tips of cut pile carpet tufts to untwist and splay open, or "bloom". This is a normal occurrence. Look for carpet styles with dense pile and tightly twisted tufts to minimize the likelihood of excessive tip bloom.



Crushing

Crushing is the compression of the carpet tufts. Heavy foot traffic and furniture indentations can crush the surface pile of the carpet. Use a vacuum with a beater bar unit and/or your fingers to lift and groom the pile. It may take several days for the pile to "recover" or fill in. To minimize crushing, select a dense, low pile carpet construction with tightly twisted tufts.



Matting

Matting is the physical entanglement of the fibers on the surface of the carpet. Many factors can contribute to matting. For example, tip bloom, foreign (abrasive) material, residue from spills, or unrinsed carpet shampoos can result in fiber entanglement and matting. Runners or walk-off mats can rub the surface pile of your carpet and promote untwisting of the tufts and also accelerate "matting". Proper maintenance is the key to reducing matting problems. Remember to vacuum regularly!

Shaw warrants that we will replace any of its Anso[®] Caress[™] nylon, Anso[®] nylon, EverTouch[®] nylon, ClearTouch[®] Platinum, or ClearTouch[®] PET polyester carpet styles under this guarantee within 30 days of the date of installation if you are not completely satisfied. The replacement will be of a Shaw 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 Shaw if you choose a carpet of lesser value. All charges involved in replacing your carpet, including labor, will be your responsibility.

Your Shaw 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 a Shaw dealer. Prior to replacement, a claim report must be completed and submitted to Shaw.

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.

The below Shaw brands offer a 30-day customer satisfaction guarantee:



The following details the Residential Limited Warranties issued by Shaw Industries, Inc. ("Shaw") for all Anso® nylon residential carpets, including Anso® Caress™ by Shaw Floors styles featuring Anso Caress nylon. These warranties apply to purchases of Anso nylon carpet made on or after January 1, 2010.

A. Who is covered:

These warranties protect you, the original purchaser, if you have purchased a Shaw 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.

B. What this Residential Limited Warranty covers:

Subject to Shaw's 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.

1 Limited Lifetime Stain Warranty

Shaw 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 Shaw's R2X® 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.

2 Limited Lifetime Pet Urine Stain Warranty

Shaw 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. Pet feces and vomit are excluded. 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 Shaw 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.

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

3 Limited Lifetime Soil Warranty

Shaw 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.

Further exclusions for all Limited Lifetime Stain and Soil Warranties on pages 13-14

These warranties also specifically exclude: any carpet which has been treated after installation with any silicone-based anti-soil treatments; any carpet in any nonresidential use; any carpet subjected to abnormal abuse; any carpet exposed to very hot substances or other abusive conditions; damage due to the application of 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.

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.

4 Limited 20-Year Texture Retention Warranty

Shaw 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 Installation Standard effective October 1, 2009. (Note: Shaw Industries recommends a pad with a maximum thickness of 7/16" 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 Shaw Floors carpet installed on stairs 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.)

5 Limited 20-Year Abrasive Wear Warranty

Shaw 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 Installation Standard effective October 1, 2009. (Note: Shaw Industries recommends a pad with a maximum thickness of 7/16" 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 Shaw Floors carpet installed on stairs is excluded from this warranty.**

6 Limited 20-Year Quality Assurance Warranty

This warranty covers manufacturing defects that could occur in any Shaw 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 Installation Standard effective October 1, 2009. 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.

Shaw 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.

7 Limited 20-Year SoftBac® Platinum Warranty

Shaw 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 Installation Standard effective October 1, 2009. 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.

The following details the Residential Limited Warranties issued by Shaw Industries, Inc. ("Shaw") for all other Shaw residential carpets. These warranties apply to purchases of Shaw carpets made on or after January 1, 2010

A. Who is covered:

These warranties protect you, the original purchaser, if you have purchased a Shaw carpet for your own residential use in an owner-occupies residence.

B. What this Residential Limited Warranty covers:

Subject to Shaw's General Warranty Terms and Conditions, the following outlines the warranty coverage of your Residential Limited Warranties. Both of these Shaw warranties are pro-rated in accordance with the schedule on page 36. Both of these warranties exclude coverage for carpet installed on stairs.

I Limited 10-Year Stain & Soil Warranty

Shaw warrants that the surface pile of your Shaw carpet 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.

Shaw 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 Shaw 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.

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

2 Limited 10-Year Quality Assurance Warranty

This warranty covers manufacturing defects that could occur in any Shaw 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 Installation Standard effective October 1, 2009. 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.

Shaw 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.

3 Limited 10-Year SoftBac® Platinum Warranty

Shaw 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 Installation Standard effective October 1, 2009. 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.

The following outlines the general warranty terms and conditions applicable to all Shaw 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.

A. Limitations on Your Shaw Warranties

Non-transferability

These Shaw 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 Installation Standard effective October 1, 2009. 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 Shaw 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 Shaw stain warranties or similar warranties from fiber or chemical manufacturers.

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 manufacturer's warranty statement for more information. **NOTE:** Shaw recommends a pad with a thickness of 7/16" or less and minimum 6-lb. density for optimum performance. Firmer, thinner pads generally perform better.

Problems with moisture

Your Shaw warranties do not cover problems caused by wetting, flooding, or the persistence of excessive moisture. For immediate assistance, contact a certified water damage restoration specialist. The Institute of Inspection, Cleaning and Restoration Certification (IICRC) maintains a registry of trained, certified specialists: call 1-800-835-4624.

Changes in carpet color

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

Replacement of discontinued carpet

If your carpet has been discontinued and replacement is necessary under the terms of your Shaw warranty, Shaw will offer a substitute carpet of comparable quality.

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 SHAW 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 Shaw.

B. Homeowner Obligations under the Shaw Warranties

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

1. Keep proof of purchase in the form of a bill, invoice, or statement from your Shaw 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 Installation Standard effective October 1, 2009.

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 10 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 Institute's 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.

A. How to file a claim and what Shaw Industries will do if you need warranty service:

1. Anso® nylon carpets.

If your Shaw Anso nylon carpet does not perform according to our warranties, Shaw 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. Shaw 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 (i.e., 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.

2. EverTouch® nylon, ClearTouch® Platinum PET Polyester, ClearTouch® PET polyester, or other Shaw warranted carpet.

If your Shaw EverTouch® nylon, ClearTouch® Platinum PET polyester, ClearTouch® PET polyester, or other Shaw warranted carpet does not perform according to our warranties, Shaw Industries will repair or replace affected areas of your carpet that do not perform according to the respective warranty with comparable carpet made with EverTouch nylon, ClearTouch Platinum PET polyester, ClearTouch PET polyester, or similar carpet to the warranted carpet. Shaw reserves the right to determine what comparable carpet is.

Labor charges

During the first year of coverage under these EverTouch nylon, ClearTouch Platinum PET polyester, ClearTouch PET polyester, and other warranties, Shaw Industries, Inc., will arrange for a credit to your retailer for reasonable labor charges to repair or replace defective areas.

The warranties detailed in this brochure apply to carpet purchases made on or after January 1, 2010.

PLEASE NOTE: Shaw 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 Shaw.

Shaw 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 a Shaw carpet, please contact them directly for information on filing a claim. Ask your Shaw retailer for any other warranty statement that may apply to your Shaw carpet when you make your purchase.

The Shaw Information Center provides information about proper installation and maintenance of your Shaw 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 Shaw warranties, you must notify the Shaw retailer who sold you the carpet. Your retailer will be able to file the claim with Shaw for you. If you are unable to contact your retailer or do not receive satisfaction, write:

**Shaw Industries
Financial Services
P.O. Box 40
Mail Drop 026-04
Dalton, GA 30722-0040**

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.

How to contact the Shaw Information Center

**1.800.441.7429 or
www.shawfloors.com/customer-care/contact-us**

A. Proration Schedule

1. Proration Schedule for Limited Lifetime Stain Warranty for carpets of EverTouch® Nylon, ClearTouch® Platinum PET, and ClearTouch® PET, and Limited Lifetime Soil Warranty for carpets of ClearTouch® Platinum PET and EverTouch® Nylon

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

1st Year	100%	11th Year	80%
2nd Year	100%	12th Year	70%
3rd Year	100%	13th Year	60%
4th Year	100%	14th Year	50%
5th Year	100%	15th Year	40%
6th Year	100%	16th Year	30%
7th Year	100%	17th Year	25%
8th Year	90%	18th Year	20%
9th Year	90%	19th Year	15%
10th Year	90%	20+ Years	10%

2. Proration Schedule for Limited 15-year Warranties for carpets of ClearTouch® Platinum PET, Limited 15-Year Warranties for carpets of EverTouch® Nylon, and Limited 15-Year Soil Warranty for carpets of ClearTouch® PET

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

1st Year	100%	9th Year	90%
2nd Year	100%	10th Year	90%
3rd Year	100%	11th Year	80%
4th Year	100%	12th Year	60%
5th Year	100%	13th Year	40%
6th Year	100%	14th Year	20%
7th Year	100%	15th Year	10%
8th Year	100%		

3. Proration Schedule for Limited 10-Year Warranties for ClearTouch® PET Polyester Carpets and Other Limited 10-Year Warranties for Shaw Carpets

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

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

Quick Guide

How to ensure fast and easy warranty service:

- Retain two square feet of excess, unused carpet after installation.
- Keep your original carpet purchase receipt.
- Keep a list of all the products used to clean your carpet.

Your Warranty Record

To help maintain the like-new appearance of your new carpet, periodic cleaning is required. The salesperson who sold you your carpet can help you complete the information should you need assistance.

Date of Original Carpet Purchase _____

Which Shaw Brand (circle one)

Anso® Nylon **EverTouch®** **ClearTouch® Platinum**

ClearTouch® **Other**

Style Name, Style # _____

Number of Sq. Yds. or Sq. Ft. Purchased ____ Sq. Yds. ____ Sq. Ft.

Store Name _____

Store Address _____

City/State/Zip _____

Store Telephone # _____

Store Salesperson/Contact Name _____

Maintenance Record

You may use this record to keep track of periodic cleanings.

1. Date Cleaned _____

Cleaning Company _____

Cleaning Method Used (e.g. hot water extraction) _____

Cleaning Products Used _____

Other Products Used _____

Area(s) cleaned (e.g. master bedroom, etc.) _____

2. Date Cleaned _____

Cleaning Company _____

Cleaning Method Used (e.g. hot water extraction) _____

Cleaning Products Used _____

Other Products Used _____

Area(s) cleaned (e.g. master bedroom, etc.) _____

3. Date Cleaned _____

Cleaning Company _____

Cleaning Method Used (e.g. hot water extraction) _____

Cleaning Products Used _____

Other Products Used _____

Area(s) cleaned (e.g. master bedroom, etc.) _____



Download our free Carpet
Stain Center app on your
iPhone now!



About Shaw: *Shaw is the world's largest carpet manufacturer and a leading producer of all types of flooring.*



Shaw has been voted as the #1 supplier in terms of quality, style, and service by our retail customers for 8 consecutive years.



Shaw embraces a mission to create a better future for all those in communities we serve. We proudly participate as the sole national flooring sponsor for the Make it Right Foundation and the exclusive flooring provider to the St. Jude Dream Home Giveaway.



Since 1967, Shaw has offered products made in the U.S.A., and the company continues this tradition today with the majority of its floor covering being American-made.



That's the **Shaw Green Edge I.**