Beaulieu of America

Carpet Care Guide & Warranty Information

Bliss By Beaulieu
Coronet
Hollytex

CONTENTS

Selecting Your New Carpet	1
Consumer Obligations	2
Care & Maintenance	5
Stain Removal Guide	8
Bliss Ultimate Home and Hollytex Ultimate Performance Information & Usage Guide	9
Beaulieu Limited Warranties	11
Bliss SoftSense Limited Warranties And Maintenance	15
Warranty Exclusions	19
General Terms And Conditions	21
Consumer Record Of Purchase	22
Usage Guides	23

Selecting Your New Carpet

Thank you for allowing Beaulieu® to meet your floor covering needs.

Beaulieu's line of residential carpets are designed by our expert craftsmen to add to the beauty and luxury of your home. To do this, we use only the finest quality of raw materials, and the highest standards of workmanship. This assures us that you will find your new Beaulieu carpet to be beautiful, and equally long lasting.

Because daylight and interior lighting can cause colors to appear different at night, when deciding on the color of your new Beaulieu carpet, we recommend that you take a large sample from your dealer's display and look at it under these lighting conditions. We also recommend that you take into consideration that lighter carpet colors will show soiling more and require more maintenance than darker colored and multi-colored carpet.

Most all interior building and decorating materials release volatile organic compound (VOC) emissions that contribute to the quality of the indoor air, which is an important consideration because so much of our time is spent indoors. All Beaulieu carpet intended for indoor use is certified under the Carpet & Rug Institute (CRI) Green Label Plus (GLP) Indoor Air Quality testing program (IAQ). The CRI Green Label on the sample of the carpet you've selected assures you that it meets the stringent VOC emission standards set forth by the CRI GLP program.

This brochure was designed to help you understand the warranties your new Beaulieu carpet provides you, as well as your obligations to maintain your warranty rights. Included here are full descriptions of the warranties applicable to our lines of Beaulieu products. Also included in this brochure is a complete and comprehensive spot cleaning guide. If you have any questions about this brochure, please contact us at 800-944-2840, or at beau.tech@beaulieugroup.com. We hope you are equally excited about your new Beaulieu carpet as we are about knowing Beaulieu is your floor covering choice.

CONSUMER OBLIGATIONS

Our warranties begin on the date of original carpet purchase, and are extended to the original purchaser. Your warranties can be transferred during their duration, unless otherwise stated in this brochure. You must contact Beaulieu at 800-944-2840 prior to transferring your warranties, and provide us with receipts showing you have fulfilled your warranty obligations set forth in this brochure. Original sales receipts for the purchase of your carpet and receipts for professional cleaning must also be provided. The transfer of warranty coverage must be requested by the original purchaser of the carpet prior to the sale of the home. If we determine your carpet has been properly installed and maintained we will provide you with written authorization that your warranties can be transferred. This brochure contains details of all the limited warranty features of Beaulieu carpets as well as your obligations. Failure to comply with the warranty requirements set forth in this brochure voids your warranties.

For information on how to file a claim see the section "In the Event of a Claim".

What warranties apply to my new carpet?

Not all of the Limited Warranties listed in this brochure apply to every Beaulieu carpet. The specific limited warranties for your carpet are listed on your dealer's sample, and include their duration. Review these limited warranties with your authorized Beaulieu dealer prior to purchase to be certain the carpet you selected is suitable for your intended use, and the warranties it provides meet your warranty needs and expectations.

*For more warranty information refer to sections: Consumer Obligations, Limited Warranties, Warranty Exclusions, Implied Warranties, Consequential and Incidental Damages, and the Spot Removal Guide found elsewhere in this brochure (refer to table of contents for location).

What is my obligation as a new owner of a Beaulieu carpet to enable me to maintain my Limited Warranties?

To maintain your limited warranties you must comply with all the requirements in this brochure. Failure to do so will void your warranty rights. Not all of the limited warranties listed in this brochure apply to every Beaulieu carpet. Because the features, duration, limitations, and exclusions of the warranties listed in this brochure will vary from one carpet style to another, it is your obligation to review with your authorized Beaulieu carpet dealer the warranties extended to you with the carpet you have selected. Our warranties and their duration are listed on the back of your

authorized Beaulieu dealer's samples. A complete description of these warranties can be found in this brochure.

• Maintain proof of purchase in the form of a bill, invoice, or statement from your dealer showing the Beaulieu style name, style number and date of purchase.
• Follow the required steps for regular maintenance of your carpet and use the correct spot cleaning procedures. Maintain receipts as proof of every professional hot water extraction cleaning.

• Carpet must be properly installed.

What is the proper installation method?

Your carpet must be installed by a certified installer. In the absence of more product specific installation requirements, your carpet must be installed following the procedures published by the Carpet and Rug Institute (CRI) Carpet Installation Standard. Carpet installed using the tackless method requires the use of carpet padding with a maximum thickness of 1/2", and a minimum weight density of 6 lbs. per cubic foot. CRI Green Label (GL) approved padding and adhesives are recommended as needed. Note: Deterioration of carpet padding can cause carpets to experience a loss of appearance and accelerated wear. In order to maintain your warranty rights, you are required to replace existing padding when your new carpet or replacement carpet is installed. Because the bent pins of existing tackstrip can compromise the ability to hold the stretch of new carpet, replacement of existing tackstrip is encouraged. We are not responsible for carpet conditions caused by failure to replace existing pad and tackstrip.

All carpet installed outdoors requires full-spread application of a suitable outdoor adhesive and seam sealer on exposed edges and on the trimmed edges to be seamed. Our carpets must be installed in strict compliance to CRI Carpet Installation Standards, which requires a temperature range of a minimum of 55° F to a maximum of 95° F, and a substrate range of a minimum of 65° F to a maximum of 85° F. Note: Needlepunch carpets do not require seam sealer.

How do I take care of my carpet?

New carpet is a major investment that adds significantly to the quality, beauty, comfort and warmth of your home. Proper care and maintenance not only protects your carpet, it gives added value to your carpet investment by providing you with many years of use. Proper care includes routine vacuuming, fast and effective spot cleaning, and regular professional cleaning using the hot water extraction method.

What is required?

The functional role of a carpet is influenced by carpet construction, fiber characteristics, color selection, installation, traffic load, soiling, and care and maintenance considerations. To assure you enjoy all the benefits your Beaulieu carpet is intended to provide you throughout its lifetime, and to help promote a healthy indoor environment, Beaulieu requires the use of carpet care products that are certified by the Carpet and Rug Institute's (CRI) Seal of Approval (SOA) Program. Spot cleaners, pre-sprays, in-tank solutions and extractors that are SOA certified have demonstrated a high level of carpet cleaning performance. Information on these products can be obtained at www.carpet-rug.org. Claims for staining and soiling will not be considered if a carpet has not been cleaned following the guidelines listed here, and maintained using products that carry the CRI SOA certification. A receipt of professional hot water extraction cleanings is required to show proof of this service.

In the Event of a Claim

What should I do if I have a claim on my carpet?

Claims must be submitted to Beaulieu in writing by the Beaulieu dealer within a reasonable time after discovery of a defect. A Beaulieu claim form must be used, and it must identify Beaulieu's invoice number, date, carpet style, color, roll number, yardage, a description of the installation sundries, of alleged defect, and of the exact location of the installed carpet. If your claim pertains to a maintenance concern, a copy of your professional carpet cleaning invoice must be submitted to Beaulieu within thirty (30) days from the date of the service. Beaulieu reserves the right to inspect and/or test your carpet in the event of a claim.

If you are unable to contact your dealer regarding a warranty claim, or do not receive a response from them within a reasonable amount of time, please write Beaulieu at:

Residential After Sales Service
P.O. Box 1248
Dalton GA 30722-1248

What takes place if my claim is authorized?

If Beaulieu determines replacement carpet is necessary and the identical carpet is not available, or the existing carpet cannot be reasonably repaired, Beaulieu will, at its sole discretion, provide a carpet of comparable quality, color, and value, or refund a portion of the original purchase price in the affected room(s) only, to be used towards the purchase of a new Beaulieu carpet. Under the terms of the limited warranties, costs associated with replacement carpet and credit refunds are subject to the usage charges based on the original purchase date and cost, and will be

reduced by an amount equal to the usage charge as calculated in the usage guide located in this brochure. In no case will any credit exceed the aggregate sum paid to Beaulieu for the existing carpets. Disposal of existing carpet is the responsibility of the consumer, unless Beaulieu requires it to be returned to the mill.

CARE AND MAINTENANCE

Why should walk-off mats be used?

Soiling, which consists of dirt, dust, and abrasive matter is the greatest threat to carpet. The use of walk-off mats at all entrances inside and outside will protect your carpet from tracked-on soils. Walk-off mats must be cleaned or replaced regularly to prevent them from becoming a source of soiling.

How necessary is it to vacuum regularly?

Over time, any carpet will experience a color change as a result of dry soil accumulation. The single-most important thing you can do to protect your carpet, maintain its beauty and cleanliness, and prolong its life, is to vacuum regularly. Most dry soil is easily removed by vacuuming. Vacuuming once a week in most areas, with consideration for more frequent vacuuming at track-off areas, and areas subjected to more concentrated traffic is usually sufficient. In some cases, these areas can require more frequent vacuuming to avoid soil accumulation. More frequent vacuuming will also help facilitate the removal of filaments associated with shedding characteristics common of carpets constructed using staple yarn. Vacuum cleaners should be used slowly, utilizing a minimum of four back and forth vacuum cleaner passes in each direction.

What type vacuum cleaner should be used?

Upright vacuums equipped with HEPA filters are recommended for most carpet constructions since they release the least amount of dust during vacuuming. Also recommended for most carpets are vacuums equipped with self-adjusting or adjustable pile height settings, and with beater bar and brush. Berber, Shag, Frieze, and any other carpet with a pile height of one (1) inch or longer must be vacuumed using ONLY air suction. The use of a beater bar and brush on these carpets can cause damage to their pile yarns. Keep your vacuum in good operating condition, and empty vacuum canisters, and bags on a routine basis.

How do I deep clean my carpet?

Hot-water extraction cleaning by a certified professional carpet cleaner following the IICRC S100 Standard Reference Guide for Professional Cleaning, and using Carpet and Rug Institute (CRI) Seal of Approval (SOA) products and equipment every twelve (12) to twenty four (24) months will prolong the life of your carpet and help maintain

a healthy environment. It is also a mandatory requirement to maintain your warranty protection. More frequent cleaning may be needed in some cases. If your carpet was manufactured with a stain resistance treatment, Beaulieu recommends the re-application of 3M's Scotchgard™ Protector where applicable after each professional hot water extraction. For information and assistance in locating a certified Seal of Approval Service Provider, contact the Carpet and Rug Institute (CRI) at www.carpet-rug.org. For questions you may have, contact our Technical Services Department at 800-944-2840.

Can I use an interim cleaning method?

Proper interim cleaning will help retain your carpet's appearance more effectively between professional carpet cleaning cycles, reduce the soil-removal burden required, and can also lower the cost of professional cleaning. Proper use of low-moisture sponges and low-moisture encapsulates, and personally owned and operated portable hot-water extractors are acceptable for interim cleaning needs.

How do I spot clean my carpet?

To help protect against staining, blot up spots and spills immediately. Always spot clean initially using only water unless your spot is oil based. If necessary, then use the recommended spot cleaners listed here, by applying them to a clean, white terry cloth towel, and then blotting from the outside of a stain toward its center. If solid matter is present, start by gently scraping-up solid material, and then vacuum to remove loose matter. Spot clean wet spills by dry blotting first, using a clean, and dry, white terry cloth towel. Spot clean oily-based substances by first softening any solid matter by using isopropyl alcohol. Proceed using a dry volatile solvent or citrus solvent spot cleaner. Never apply solvents, or any other spot cleaner directly to your carpet. Blot until the stain is removed, or until it ceases to transfer onto the towel. Some spots and spills require repeat spot cleaning, and/or the use of the next recommended spot cleaner. The use of a weighted, folded dry terry cloth towel placed over spot cleaned areas will facilitate the removal of residues that can cause spots to reoccur. Check towels every 30 minutes, and replace as needed. Leave a weighted clean towel down overnight. If after following these spot cleaning procedures a stain reappears, moisten the stain using water only, thoroughly dry blot, and repeat the use of weighted terry cloth towels. Some stains require the use of professional spot cleaning. This is your responsibility.

Cautions / Warnings

• Always pre-test spot cleaners in an inconspicuous area.

• Never use bleach-based spot cleaners on any carpet other than our Bliss Ultimate Home, Bliss SoftSense Solution Dyed Polyester and Hollytex Ultimate Performance Solution Dyed Nylon carpets. Also, never use bleach based spot cleaners immediately after using ammonia-based spot cleaners.

• Never use solvents near open flames, or in areas that are not adequately ventilated, or apply them directly to your carpet.

• Avoid using hydrogen peroxide to clean any product that contains benzoyl peroxide.
• Do not saturate your carpet when spot cleaning.

• Never use any spot cleaning solutions in concentrations stronger than those recommended.

• Never walk on a spot cleaned area before it has thoroughly dried.

STAIN REMOVAL METHODS

Dampen a white terry cloth towel and then blot clean using these spot cleaners.
Step 1 – Detergent and water - Mix ½ teaspoon of dish detergent (with no bleach or lanolin) to one (1) pint lukewarm water. Follow spot cleaning by blotting with clear water using a white terry cloth towel.

Step 2 – Warm Water Rinse - Dampen a white terry cloth towel with lukewarm water and blot affected area.

Step 3 – Dry Cleaning Solvent or Citrus Solvent – Solvents can be found in your local hardware store or supermarket. (Nail polish remover with Acetone can be substituted when spot cleaning small stains.)

Step 4 – Isopropyl Alcohol

Step 5 – 3% Hydrogen Peroxide - Follow by blotting with clear water using a white terry cloth towel. DO NOT attempt to clean acne medication, cosmetics, or hand cream stains using hydrogen peroxide.

Step 6 – Vinegar and water – Mix 1 cup of white vinegar with 2 cups of water. Follow spot cleaning by blotting with clear water using a white terry cloth towel.

Step 7 – Ammonia and water - Mix 2 tablespoons of household ammonia with 1 cup water. Follow spot cleaning by blotting with clear water using a white terry cloth towel.

Step 8 – Nail Polish Remover with Acetone

Step 9 – Vacuum

STAIN REMOVAL GUIDE

Listed below are the most common types of household stains, and recommended spot cleaners and stain removal steps required to properly care for our carpet. Not all stains listed here are covered by your warranty.

Acne Medication - 3, 1, 7
Asphalt - 3, 1
Asphalt Sealer - 3, 1
Baby Formula - 3, 1, 7
Beer - 1, 2
Blood - 7, 1, 5
Butter - 3, 1, 7
Candy - 1, 7, 6, 5
Carbon black - 9, 3, 1
Catsup - 1, 7, 6
Chocolate - 3, 1, 7
Chocolate Milk - 3, 1, 7, 6
Clay - 3, 1, 6
Coffee - 1, 6, 5
Cola - 1, 7, 6, 5
Cologne - 1, 7, 6
Cooking Oil - 3, 1, 7
Cosmetics - 8, 3, 1
Cough Medicine - 1, 7, 6
Cranberry Juice - 1, 7, 5
Crayon - 3, 1, 4
Dye - 4, 3, 2
Egg - 1, 7, 6
Feces - 1, 7
Felt Marker - 8, 3, 5
Food Dye - 4, 3, 2, 7
Fruit Punch/Juice - 1, 7, 6
Furniture Dye - 8, 3, 1
Furniture Polish (oil based) - 8, 3
Glue - 3, 2
Graphite - 9, 3, 2
Gravy - 3, 1, 7
Grease (black) - 3, 1
Greasy food stains - 3, 1, 7
Gum - 3
Hair Shampoo - 2, 7, 4
Hand Cream - 3, 1, 7
Ice Cream - 3, 1, 7
Iodine - 3, 1, 5
Ink - 8, 3, 2
Jelly - 1, 7, 6
Kool-Aid (powder) - 9, 2, 6
Kool-Aid (wet) - 1, 6, 5, 2
Liquor (Alcohol Beverages) - 1, 7, 6
Makeup - 3, 1, 2
Margarine - 3, 1, 2
Mayonnaise - 3, 1, 7
Medicines-(non-ointment) - 8, 3, 5
Milk - 3, 1, 7
Mold, Mildew - 1, 7
Mouthwash - 1, 6, 3
Mud - 1, 2
Mustard - 1, 6, 5
Nail Polish - 8, 3, 1
Oil - 3, 1
Ointment - 3, 1, 7
Paint (acrylic) - 3, 6, 2
Paint (enamel) - 3, 2, 1
Paint (latex) - 1, 7, 3
Paint (oil based) - 3, 2, 1
Paint (water based) - 1, 7, 2
Peanut Butter - 3, 1, 2
Rust - 1, 2
Salad Dressing - 3, 1
Sauces - 3, 1, 7
Shoe Polish - (Liquid) - 3, 8, 1
(Paste) - 3, 1 (Wax) - 3, 1, 2
Soft drinks - 1, 7, 6, 5
Soot - 9
Syrup - 1, 7, 2
Tar - 3, 1
Tea - 1, 6, 2, 5
Tomato Juice/Sauce - 1, 6, 2, 5
Urine - (dry) 1, 2, 6, 5 (wet) - 1, 7, 6
Varnish - 3, 1
Vegetable oil - 3, 1, 2
Vinegar - 7, 2
Vomit - 1, 7, 6
Wax - 3, 1, 6
Wine - 1, 6, 7, 5
Water - 3, 6, 2
Water Colors - 1, 7, 6, 4
Whiskey - 1, 6, 7

BLISS ULTIMATE HOME™ AND HOLLYTEX ULTIMATE PERFORMANCE®

Stain Removal Guide & Stain Warranty

Why are Bliss Ultimate Home and Hollytex Ultimate Performance carpets different?

Bliss Ultimate Home and Hollytex Ultimate Performance carpets are made from very colorfast, PermaSoft® Plus Solution Dyed Nylon. The color is an integral part of PermaSoft Plus Solution Dyed Nylon fibers, making them inherently very stain resistant.

What stains are covered on Bliss Ultimate Home and Hollytex Ultimate Performance Carpets?

THE SURFACE PILE OF BLISS ULTIMATE HOME AND HOLLYTEX ULTIMATE PERFORMANCE® CARPETS ARE WARRANTED AGAINST ALL HOUSEHOLD STAINS.

What can I use to spot clean my Bliss Ultimate Home and Hollytex Ultimate Performance carpet?

Always begin by using the spot cleaning solutions listed in this brochure. For more stubborn stains, you may use a 50/50 solution of bleach and water. The use of this cleaning solution is dramatically different from those used on other carpet fibers and will not damage your Bliss Ultimate Home or Hollytex Ultimate Performance carpet.

- WARNING -

You cannot use bleach cleaning solutions on any other carpets. You must also avoid the potentially dangerous reactions when using chlorine bleach and water if it comes in contact with ammonia-based cleaning solutions. NOTE: The PH of chlorine bleach is very high. Contact with the skin and eyes MUST be avoided! Splashes may be harmful to you and require FIRST AID procedures or EMERGENCY CARE. After using the 50/50 bleach and water spot cleaning method to spot clean your Bliss Ultimate Home and Hollytex Ultimate Performance carpet, you MUST thoroughly rinse the site by warm water blotting, followed by dry blotting. These procedures will prevent track off of any bleach residue onto less colorfast materials. Be certain your carpet is made from Bliss Ultimate Home and Hollytex Ultimate Performance before attempting to spot clean using a 50/50 bleach and water solution.

Ultimate Performance / Ultimate Home Usage Guide

Replacement In Years	15 Year Stain Warranty	15 Year Abrasive Wear Warranty	10 Year Texture Retention Warranty	10 Year Fade Warranty	7 Year Soil Warranty
1	100%	100%	100%	100%	100%
2	100%	100%	100%	100%	100%
3	100%	100%	100%	100%	100%
4	100%	100%	100%	100%	100%
5	100%	100%	100%	100%	100%
6	50%	50%	50%	50%	50%
7	45%	45%	40%	40%	25%
8	40%	40%	30%	30%	N/A
9	35%	35%	20%	20%	N/A
10	30%	30%	10%	10%	N/A
11	25%	25%	N/A	N/A	N/A
12	20%	20%	N/A	N/A	N/A
13	15%	15%	N/A	N/A	N/A
14	10%	10%	N/A	N/A	N/A
15	5%	5%	N/A	N/A	N/A

Labor is excluded from the Bliss Ultimate Home and Hollytex Ultimate Performance stain warranty. The cost of the replacement carpet is the cost for the amount of the replacement carpet only, and does not include 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. These costs are your responsibility. If the identical carpet is not available, Beaulieu will provide carpet of comparable quality, color and value."

For a complete list of warranty exclusions please see the section "Warranty Exclusions, What is not covered?"

BEAULIEU LIMITED WARRANTIES

Limited Wear/Durability Warranty

What is covered?

Beaulieu warrants that when properly installed in compliance with CRI standards, the pile yarn in any area of your carpet will not experience excessive wear during the duration of the warranty period specified on your authorized Beaulieu carpet dealer's sample. Excessive wear is defined as a countable loss of pile fiber, 10% or greater resulting from normal foot traffic, and is determined by pile yarn weight comparison of the worn area of your carpet to non-trafficked areas, or by testing using mechanical wear simulators.

For a complete list of warranty exclusions please see the section "Warranty Exclusions, What Is Not Covered?"

Limited Texture Retention Warranty

What is covered?

Beaulieu warrants that your carpet will not exhibit abnormal texture loss resulting from normal foot traffic during the warranty period specified on your authorized Beaulieu carpet dealer's sample . When properly installed using carpet cushion meeting our requirements, and properly maintained as specified, texture retention is the ability of carpet tufts to retain a normal amount of their visible size, shape and orientation. This includes the ability of cut-pile carpet tufts not to burst, bloom, open or lose twist excessively. Texture change associated with normal pile crush is a characteristic of all carpet and is not covered under this warranty. Texture retention is measured using the standardized rating scale CRI TM 101, with a rating scale of 5.0 (new carpet, or no change) to 1.0 (severe change). To perform as warranted, your carpet must retain a texture retention rating no less than 2.5 under the warranted conditions. Improper or inadequate care and maintenance will accelerate changes in carpet appearance that are not warranted.

For a complete list of warranty exclusions please see the section "Warranty Exclusions, What Is Not Covered?"

Limited Residential Stain Warranty and PermaShield Limited Stain Warranty

What stains are covered?

Beaulieu warrants that when properly maintained, the surface pile of your carpet will offer improved stain resistance properties against common household food and beverage substances for the warranty period specified on your authorized Beaulieu carpet dealer's sample compared to similar untreated carpet, under normal use for the warranty period specified. This warranty applies only to common household foods and beverages.

For a complete list of warranty exclusions please see the section "Warranty Exclusions, What Is Not Covered?"

Lifetime Limited Stain Warranty

What is covered?

Only a limited number of Beaulieu carpets carry a Limited Lifetime Residential Stain Warranty against common household food and beverage substances. It is your responsibility to know whether or not the carpet you are considering is covered by this warranty prior to purchase. If a spot or stain remains after you have attempted to clean it following our recommended guidelines, you are required to contact a professional carpet cleaner. This warranty is pro-rated and is not transferable.

For a complete list of warranty exclusions please see the section "Warranty Exclusions, What Is Not Covered?"

Lifetime Limited "No Exclusions" Stain Warranty for Solution Dyed Polyester

What is covered?

Your Solution Dyed Polyester carpet has been specifically engineered to provide you with exceptional stain resistance against all permanent stains, with no exclusions, including pet urine. This warranty requires you to clean your carpet as outlined elsewhere in this brochure.

What is not covered?

Wicking, the re-appearance of spots and stains that have been previously cleaned that reappear later is not covered. Solution Dyed Polyester carpets are protected by 3M's Scotchgard™ Soil Protector. A toll free 800-550-6033 phone number is dedicated to assist you with carpet care and stain removal needs, and to obtain related warranty

service. If a pet urine stain remains, you are required to call your dealer within seven (7) days after you have attempted to spot clean your carpet using the recommended removal tips. Your dealer will contact the dedicated phone line at 800-550-6033 for further spot cleaning recommendations. Urine from other than pets is not covered by this warranty. No claim will be considered if you do not have receipts as proof of professional hot water extraction cleaning performed at least once every 24 months, starting from the date of original purchase. Failure to do so voids these warranties. Carpet that was not installed by a certified professional carpet installer and in compliance with the CRI Carpet Installation Standard is also excluded.

Limited Soil Warranty

What is covered?

Over time, carpet can change color due to the accumulation of dry soils and foot traffic. Beaulieu warrants that when properly maintained, your carpet will not show a noticeable change in color resulting from dry soil that cannot be removed using the recommended carpet cleaning and maintenance procedures listed in this brochure, or provided otherwise by Beaulieu for the warranty period specified on your authorized Beaulieu carpet dealer's sample. All carpet can appear to change color due to dry soil accumulation. Noticeable color change is defined as a change greater than a rating of three (3) using the standardized AATCC Evaluation Procedure 1, and Gray Scale for Color Change Standardized Rating Scale, or equivalent. Proper color selection is an essential consideration since lighter colored carpets will show soiling more readily than darker colored carpets, and will require greater care and more frequent maintenance. For a complete list of warranty exclusions please see the section "Warranty Exclusions, What Is Not Covered?"

Limited Fade Resistance Warranty

What is warranted?

Beaulieu warrants that your indoor carpet will not fade due to sunlight exposure, or from normal atmospheric conditions resulting in a noticeable color change more than one (1) unit on the AATCC Gray Scale for the warranty period specified on your authorized Beaulieu carpet dealer's sample. Window treatments, curtains, blinds, shades, shutters, etc., are recommended to help prevent fading.

For a complete list of warranty exclusions please see the section "Warranty Exclusions, What Is Not Covered?"

LuxuryBac® 10 Year Limited No-Wrinkle Warranty

What is warranted?

Beaulieu warrants that when properly installed over the required carpet cushion, and in accordance with CRI Carpet Installation Standard, your LuxuryBac® carpet will remain free of wrinkles and buckles after installation under normal indoor use for a period of ten (10) years. If your LuxuryBac® carpet buckles and wrinkles after proper installation, Beaulieu will pay reasonable labor costs for re-stretching the affected area(s).

For a complete list of warranty exclusions please see the section "Warranty Exclusions, What Is Not Covered?"

Limited Manufacturing Defect Warranty

What is covered?

Beaulieu warrants your carpet against manufacturing defects that are not apparent during installation for the duration of the warranty period specified on your authorized Beaulieu carpet dealer's sample. Manufacturing defects pertain to any defect in material or workmanship of a carpet. With the exception of carpets that offer this extended warranty, and unless noted otherwise on our sample, all Beaulieu carpets are warranted for one (1) year from the date of purchase against manufacturing defects.

For a complete list of warranty exclusions please see the section "Warranty Exclusions, What Is Not Covered?"

Indoor/Outdoor Limited Wear and Fade Warranties

What is covered?

Beaulieu warrants that when our Indoor/Outdoor carpets are properly installed in an owner-occupied residence, they will not wear more than 10% due to fiber loss under normal use, or exhibit ultra violet degradation of the fibers (also referred to as fade) to the carpet's backing as a result of sunlight exposure during the duration of the warranty period on your authorized Beaulieu carpet dealer's sample.

For a complete list of warranty exclusions please see the section "Warranty Exclusions, What Is Not Covered?" Unless otherwise noted on the Beaulieu sample labor is excluded on our Indoor/Outdoor carpets.

How do I care for my indoor/outdoor carpet?

Beaulieu recommends the use of conventional hot water-extraction cleaning to maintain your carpet. Because your indoor/outdoor carpet is made from very colorfast Olefin (polypropylene) fiber it can be cleaned using a 50/50 bleach water solution when conventional hot water extraction cleaning is not satisfactory. Note: When using this solution, we recommend the use of appropriate protective eye wear and gloves, use it only when it can be thoroughly rinsed, and when it will not come in contact with other less color-fast materials. Your carpet must be thoroughly rinsed using only water after using this cleaning solution.

No Questions Asked Warranty

What is covered?

Because we are so confident about the quality and workmanship of our outstanding line of carpets, your carpet is backed by our Beaulieu Limited "No Questions Asked" Warranty. Duration of coverage is specifically stated on our individual carpet style labels and can vary from style to style. If within the No Questions Asked Warranty time period 30, 45, 60, or 90 days depending on the style and starting from the date of installation, you are dissatisfied with your carpet for reasons other than improper or unsatisfactory installation, damage, or abuse we will replace your Bliss carpet with a Bliss carpet of comparable value from a different style and color at no additional cost to you; "no questions asked".

What is not covered?

Carpet that was not installed by a certified professional carpet installer and in compliance with the CRI Carpet Installation Standard is also excluded. This warranty excludes costs associated with labor, including but not limited to on-site preparation, installation, removal, handling, and disposal of existing carpet, carpet pad, and all other installation sundries, and moving furniture and floor fixtures. This warranty applies only to the original carpet purchase, and is not extended to your replacement carpet. Carpet that was not installed by a certified professional carpet installer and in compliance with the CRI Carpet Installation Standard is also excluded.

BLISS SOFTSENSE LIMITED WARRANTIES AND MAINTENANCE

Bliss SoftSense Solution Dyed Polyester and Bliss SoftSense Nylon Care, Maintenance and Warranties

Beaulieu's SoftSense Nylon and SoftSense Solution Dyed Polyester carpets are noted

for features that include durability, resiliency, stain resistance, texture retention, soft and luxurious "hand" and warm and exciting new colors. Our line of Bliss SoftSense Nylon carpets is protected against stains and soiling by the addition of 3M's Scotchgard™ Stain and Soil Protector. Our line of Bliss Soft Sense™ Solution Dyed Polyester carpets provides inherent and permanent stain resistance superior to all other fibers. Unlike derivatives of P.E.T. Polyester, our ability to use Scotchgard™ Soil Protector provides soil resistance superior to untreated carpet fibers. 3M Scotchgard™ Protector helps assure a cleaner home.

To maintain your warranty rights, you must comply with all installation and carpet care maintenance requirements set forth in this brochure. You are also required to maintain a list of all the products you have used to clean your Bliss Soft Sense carpet, and to keep a sample of uninstalled carpet measuring a minimum of two (2) feet square for us to review in the event of a warranty claim. Failure to comply with these and all other warranty requirements set forth in this brochure voids these warranties. Bliss Soft Sense Warranties are transferable, and are not pro-rated. The transfer of the warranty coverage must be requested by the original purchaser of the carpet prior to the sale of the home contact 800-944-2840 for details.

In the Event of a Bliss SoftSense Claim

Your requirements in the event of a warranty claim are set forth elsewhere in this brochure. If Beaulieu, at its sole discretion, determines you have a valid warranty claim with your Bliss SoftSense carpet, we will replace your carpet and pay for labor up to, but not exceeding, $7.00 per square yard. Carpet and labor for stain claims is limited to one (1) replacement. Costs associated with on-site preparation, for removal and disposal of existing carpet, for padding and installation sundries, for moving furniture and floor fixtures, or any other cost are specifically excluded from the labor costs Beaulieu will pay. No claim will be considered if you fail to maintain a list of all products you have used to clean your Bliss SoftSense carpet, or if you fail to comply with all other warranty requirements set forth in this brochure. Failure to do so voids these warranties.

*For more warranty information refer to sections: Consumer Obligations, Limited Warranties, Warranty Exclusions, Implied Warranties, Consequential and Incidental Damages and the Spot Removal Guide found elsewhere in this brochure (refer to table of contents for location).

Bliss SoftSense Solution Dyed Polyester Cleaning and Maintenance

How do I clean my Bliss SoftSense Solution Dyed Polyester carpet?

Although our SoftSense Solution Dyed Polyester has excellent inherent stain resistance features unmatched by other fibers, prompt, proper spot cleaning using our recommended guidelines and spot cleaning solutions described in this brochure will extend the beauty of your carpet. A list of approved professional Seal of Approval (SOA) spot cleaners can be found on the CRI website (www.carpet-rug.org). Our SoftSense Solution Dyed Polyester can be spot cleaned using a solution of 50/50 chlorine bleach and water when other recommended spot cleaning procedures outlined in this brochure fail to completely remove a spot. In order to maintain your warranty, you are required to have your carpet cleaned by a professional carpet cleaner using SOA approved hot-water extraction equipment and cleaning solutions at least every 24 months, starting from the date of your original purchase, and you must retain your cleaning receipts as proof of this cleaning. For optimum performance and ease of maintenance we recommend that your SoftSense Solution Dyed Polyester carpet have 3M's Scotchgard™ Protector reapplied with each professional cleaning cycle in order to help ease your care and maintenance needs.

Beaulieu's SoftSense Nylon Cleaning and Maintenance

How do I clean my Bliss SoftSense Nylon carpet?

Although our SoftSense Nylon utilizes 3M's Scotchgard™ Protector, to resist stains and soils more than untreated carpet fibers, prompt, proper spot cleaning using our recommended guidelines and spot cleaning solutions is an essential aspect of extending the beauty and life of your carpet. A list of professional Seal of Approval (SOA) spot cleaners can be found on the CRI website www.carpet-rug.org. In order to maintain your warranty, you are required to have your carpet cleaned by a professional carpet cleaner using SOA approved hot-water extraction equipment and cleaning solutions at least every 24 months, starting from the date of original purchase, and you must retain your cleaning receipts as proof of this cleaning. For optimum performance and ease of maintenance we recommend that your SoftSense Nylon carpet have a 3M Scotchgard™ Protector reapplied with each professional cleaning cycle.

Bliss SoftSense Solution Dyed Polyester and SoftSense Nylon Limited Durability Warranty

What is covered?

Your Bliss SoftSense carpet will not experience excessive wear for the duration of the warranty period specified on your dealer's sample. Excessive wear is defined as a countable loss of carpet pile fiber, 10% or greater, resulting from normal foot traffic, and is determined by pile yarn weight comparison of the affected area of your carpet to non-trafficked areas, or by testing using mechanical wear simulators. Our Bliss SoftSense Solution Dyed Polyester Durability Warranty also includes carpet installed on stairs. This warranty does not extend to carpet stair installations on Bliss SoftSense Nylons.

For a complete list of warranty exclusions please see the section "Warranty Exclusions, What Is Not Covered?"

Beaulieu's SoftSense Nylon Limited Lifetime Stain Warranty

What is covered?

Your Bliss SoftSense Nylon carpet is warranted against all common food and beverage substances and pet urine stains for the lifetime of your carpet. This warranty requires you to clean your carpet as outlined elsewhere in this warranty. If a spot or stain remains after spot cleaning, you are required to contact a professional carpet cleaner and allow them to attempt spot cleaning before you can invoke this warranty.

What is not covered?

Excluded from this warranty are stains caused by any non-food and non-beverage substances, including, but not limited to oil, grease, bleaches, exposure to very hot substances that can alter carpet dyes, paints, vomit, medicines, and products containing benzoyl peroxide. Wicking, which defines re-occurring spots and stains that have been previously cleaned that reappear later are not covered. Bliss SoftSense Nylon carpets are protected by 3M's Scotchgard™ Stain and Soil Protector. A toll free 800-550-6033 phone number is dedicated to assist you with carpet care and stain removal needs, and to obtain related warranty service. This warranty is void if you do not follow the procedures outlined in this brochure. No claim will be considered if you cannot provide receipts as proof of professional hot water extraction cleaning performed every 24 months, starting from the date of your original carpet purchase.

Bliss SoftSense Solution Dyed Polyester and SoftSense Nylon Limited Lifetime Soil Resistant Warranty

What is covered?

Beaulieu warrants that your Bliss SoftSense Solution Dyed Polyester and SoftSense Nylon carpet will not show a noticeable change in color resulting from dry soil that cannot be removed using the recommended carpet cleaning and maintenance procedures listed in this brochure. Proper vacuuming and cleaning will enable your carpet to be cleaned more thoroughly. Soil resistance is the ability of your carpet to resist, withstand, and minimize retention of common dry household soils during the lifetime of your carpet. Light colored carpet will show soiling more readily than darker colored carpet and will require greater care and more frequent maintenance. Noticeable color change is defined as a change greater than a rating of 3 on the AATCC Standardized Evaluation Procedure, using the grey scale for color change. Bliss SoftSense Solution Dyed Polyester carpets are protected by 3M's Scotchgard™ Soil Protector. A toll free 800-550-6033 phone number is dedicated to assist you with carpet care and stain removal needs, and to obtain warranty service. No claim will be considered if you cannot provide receipts as proof of professional hot water extraction cleaning performed at least once every 24 months, starting from the date of original purchase.

Other Bliss SoftSense Warranties

Additional warranties for our line of Bliss SoftSense Solution Dyed Polyester and Bliss SoftSense Nylon are listed elsewhere in this brochure. Not all of these warranties apply to every Bliss SoftSense carpet. Please refer to your dealer's sample to see which of these warranties apply to the Bliss SoftSense carpet you have selected. Refer to these warranties to obtain a complete understanding of their terms, limitations, and exclusions, as well as what your obligations are to maintain these warranties.

WARRANTY EXCLUSIONS

What is not covered?

Unless otherwise noted, excluded in these warranties is carpet that has been improperly specified, installed on boats, docks, roof tops, carpet used for any type athletic playing surfaces, courts, greens, or for any type recreational activity, carpet installed in recreational vehicles, motor homes, time-share dwellings, bathrooms, kitchens, laundry rooms, on stairs, in common areas of multi-family dwellings,

commercial facilities, and in other than owner-occupied residences, including rental property, daycare facilities, and in-home businesses, damage resulting from improper installation, improper maintenance (which will accelerate changes in appearance), pets, abnormal use, or abuse, by smoke, fire, water intrusion, by athletic equipment, by shoes with cleats and spikes, or by chairs equipped with roller casters, and the installation of carpet used for any reason other than normal foot traffic in an owner-occupied residence. Additional exclusions include carpet that has been cut, altered, or installation of the wrong style, color, or width, or with visible defects, carpet sold as seconds, less than first quality or "As Is", claims for minor differences in carpet weight, color and texture from roll to roll, or between the dealer's sample and the finished carpet, and claims for tears, cuts, snags, pulls, burns, pilling, shedding, fuzzing, crushing, matting, soiling, staining by other than common household food and beverages, included, but not limited to food and beverages that contain strongly colored natural dyes (i.e. mustard, coffee and teas etc.) and residual stains or wicking that may occur products containing benzoyl peroxide and bleach, or for shading, pooling, and watermarking, and carpet used as rugs, mats, and runners. Unless otherwise specified by Beaulieu, cost associated with on-site preparation, restoration, carpet installation, removal and disposal of existing carpet, required sundries, extra handling, and the removal and re-installation of fixtures and furnishings are also excluded.

CONSEQUENTIAL AND INCIDENTAL DAMAGES

BEAULIEU HEREBY EXCLUDES ANY AND ALL CONSEQUENTIAL AND INCIDENTAL DAMAGES UNDER OUR LIMITED WARRANTIES, INCLUDED, BUT NOT LIMITED TO ANY TYPE LOSSES, EXPENSES, INCLUDING LOST PROFITS AND PUNITIVE DAMAGES, OR DAMAGES OTHER THAN TO THE CARPET ITSELF THAT MAY ARISE OR RESULT DIRECTLY, OR INDIRECTLY, FROM THE CARPET.

IMPLIED WARRANTIES

NO IMPLIED WARRANTIES, INCLUDING WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE EXTEND BEYOND THE SPECIFIC LIMITED WARRANTY FOR A PARTICULAR WARRANTY PROVIDED.

Implied warranties refer to warranties the law presumes are those provided by the seller, even though they are not set forth in writing. PLEASE NOTE: Some states do not allow limitations on the duration of implied warranties, or the exclusion or lim-

itation of incidental and consequential damages. These limited warranties provide you with specific legal rights which may exist or vary from state to state. Except for these rights, the remedies provided under our limited warranties state and set forth the limit of Beaulieu's obligations.

General Terms and Conditions Of Your Beaulieu Of America Limited Warranties

There are no express or implied warranties that extend to sales outside the United States. The liability of Beaulieu under our limited warranties shall not exceed the cost of repair or replacement of the affected carpet area extending to the nearest wall, doorway, or entrance. We reserve the right to inspect and test the carpet, as well as the right to attempt to correct any defect prior to the carpet being removed replaced, or offering a settlement. If we determine replacement carpet is necessary, and the identical carpet is not available, we will, at our sole discretion, provide a carpet of comparable quality, color, and value, or refund a percentage of the original purchase price reduced in an amount based on our usage charge, as calculated in the Usage Guide located in this brochure, and the amount of carpet we have authorized to be credited. We are not required to provide replacement carpet with a matching dye lot to non-affected carpet in other areas. In no case shall credit exceed the aggregate sum paid to Beaulieu for the affected carpet in the form of a credit that will be good only toward the purchase of Beaulieu carpet. There will be no cash payments. We are not responsible for incidental or consequential damages. Some states do not permit the exclusion or limitation of consequential damages, so these exclusions or limitations may not apply to you. These limited warranties give you specific legal rights. And you may also have rights which vary from state to state. All Beaulieu carpets are intended for use as floor covering only, and are not warranted or recommended for any other purpose. For questions or more information please contact Technical Services at 800-944-2840 or beau.tech@beaulieugroup.com.

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Note: Unless otherwise noted, all warranties are pro-rated.

Consumers Record Of Purchase & Installation Information

Note: This form is for your records. Please fill out with your authorized Beaulieu dealer and keep a copy of it along with copies of your original sales receipt and cleaning receipts in the event of a claim.

Store Name

Address

City State Zip

Phone

Carpet Style Name

Color Name

Date Installed

Amount Purchased / Square Yards

Cost of Carpet

Cost of Pad Cost of Labor

Area of Installation

Warranties Listed On Back Of The Dealers Sample For The Carpet You Purchased:

Wear:

Stain:

Texture:

Soil:

Fade:

Other:

Lifetime Limited Usage Guide

100 % of the original invoice cost for claims submitted within five (5) years.
50 % of the original invoice cost for claims submitted between years six (6) and ten (10).
25 % of the original invoice cost for claims submitted between years eleven (11) and fifteen (15).
10% of the original invoice cost for claims submitted anytime after fifteen (15) years.

USAGE CHART

Replacement In Years	5 Year Warranty	7 Year Warranty	10 Year Warranty	15 Year Warranty	20 Year Warranty
1	0	0	0	0	0
2	80%	90%	90%	93%	95%
3	60%	80%	80%	87%	90%
4	40%	60%	70%	80%	85%
5	20%	45%	60%	73%	80%
6	N/A	30%	50%	67%	75%
7	N/A	15%	40%	60%	70%
8	N/A	N/A	30%	53%	65%
9	N/A	N/A	20%	47%	60%
10	N/A	N/A	10%	40%	55%
11	N/A	N/A	N/A	33%	50%
12	N/A	N/A	N/A	27%	45%
13	N/A	N/A	N/A	20%	40%
14	N/A	N/A	N/A	13%	35%
15	N/A	N/A	N/A	7%	30%
16	N/A	N/A	N/A	N/A	25%
17	N/A	N/A	N/A	N/A	20%
18	N/A	N/A	N/A	N/A	15%
19	N/A	N/A	N/A	N/A	10%
20	N/A	N/A	N/A	N/A	5%

Claims Adjustment Terms: For non-user related claims, adjustments will be limited to claims presented to Beaulieu by Customer in writing within sixty (60) days from the date of Beaulieu's shipment as indicated by the date on the invoice. Beaulieu claim forms must be used. Claims must identify invoice number and date, style number and color, roll number, yardage involved, alleged defect and location of carpet. Adjustments will be contingent upon Beaulieu's examination of the product and a determination that the product was defective at the time it was originally shipped to Customer. Beaulieu will only examine claims that, at the time the claim is made, are based on an alleged manufacturer's defect that IS NOT a result of improper selection or application, improper installation, improper maintenance or cleaning, abuse or alteration, or accident or negligence in the use, storage, handling or transportation of the product. Returns are made only upon written authorization by Beaulieu. Beaulieu shall not be liable for packing and labor costs in connection with the return of products or for labor or other costs involved in site preparation or product installation or removal.

CUSTOMER'S EXCLUSIVE REMEDY FOR DEFECTIVE PRODUCTS, OR FOR ANY EXPRESS WARRANTY, SHALL BE LIMITED, AT BEAULIEU'S OPTION, TO REPAIR, REPLACEMENT, OR CREDIT FOR ALL OR AN EQUITABLE PORTION (NOT TO EXCEED THE PRICE PAID BY CUSTOMER FOR PRODUCTS) OF THE AMOUNT(S) CUSTOMER PAID BEAULIEU. BEAULIEU RESERVES THE RIGHT TO SELECT THE METHOD OF ADJUSTMENT AND TO MAKE A REASONABLE USAGE CHARGE FOR INSTALLED CARPET. NO REMEDY WILL BE PROVIDED FOR A PRODUCT CONTAINING VISIBLE DEFECTS THAT IS CUT AND INSTALLED, UNLESS BEAULIEU GAVE WRITTEN AUTHORIZATION FOR INSTALLATION.

BEAULIEU®
of AMERICA

www.blissflooring.com

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Beaulieu of America, PO Box 1248, Dalton, GA 30722-1248 **8/11**