# Limited Warranty Registration

Register your warranty at **stainmaster.com** or simply fill out the information below, detach, fold, seal with tape and mail. Remember to keep a copy for your records. Warranty registration is not a condition of warranty coverage.

If you decide to register, please use the form below.

Style or Product Name: _____

Purchase Date: _____

Rooms STAINMASTER® carpet was installed:

_____

_____

First Name: _____

Last Name: _____

Your Address: _____

_____

City: _____ State or Province: _____

Zip or Postal Code: _____ Country: _____

Your E-mail Address: _____

If you do not check below, your personal information will be retained, used and disclosed to our agents only as necessary for the purposes of fulfilling the terms of this Limited Warranty, unless we obtain your consent for another use. Your personal information may be processed in the United States.

❑ STAINMASTER® cushion was purchased with carpet.

❑ Sign me up for annual carpet care reminder e-mails.*

❑ Sign me up to receive, by mail or e-mail, information about special offers and product introductions from INVISTA.

* Requires e-mail address.

Please see our full Privacy Policy on stainmaster.com.

STAINMASTER® carpet

## Lowe's 90 Day Customer Satisfaction Program

**We want you to be completely satisfied with your purchase and be proud to show your new STAINMASTER® carpet to friends, neighbors and family members. Therefore we are providing you with our 90 Day Customer Satisfaction Program.**

**Within 90 days of purchase, if you are not fully satisfied with your STAINMASTER® carpet we will replace it!**

This means if you do not love your choice and are not fully satisfied with the color, style or design of your new STAINMASTER® carpet, we will replace it! This promise is not applicable to manufacturing defects and damage.

This offer applies to any STAINMASTER® brand of carpet purchased from and installed by an authorized Lowe's installer.

### Get to know your new carpet for 30 days

After your new STAINMASTER® carpet is installed, you must live with it in your home for 30 days. If at the end of that 30 day period you decide you are not happy with the color, style or design, Lowe's will replace it with a STAINMASTER® carpet of the same or comparable grade, quality and value (excludes sales tax, finance charge, and shipping, delivery charges or labor).

### Here's how it works:

If at the end of that 30 day period you decide you are not happy, contact the Lowe's store where your carpet was purchased to initiate a claim.

- **Costs associated with the removal, disposal, installation or any other costs of your original or replacement STAINMASTER® carpet are your responsibility. Upgraded STAINMASTER® carpet styles are permitted at an additional cost to you.**
- This program applies to carpet used in owner-occupied residences.
- Coverage is only for installed wall-to-wall carpet purchased in the US or in Canada.
- Only one replacement carpet per customer is allowed under this program. Replacements only. No cash payments or refunds.
- Proof of purchase is required, including a copy of the original sales receipt containing the manufacturer name and carpet style name.
- Replacements are valid only from the retail store where the carpet was purchased and are not transferable. The retailer has the right not to offer this program.
- This program, along with the limited warranty you received for your carpet, gives you specific legal rights. There shall be no other warranties offered or implied, by statute or otherwise.

For questions about the 90 Day Customer Satisfaction Program, please call a Lowe's store.

LOWE'S NEVER STOP IMPROVING

STAINMASTER® carpet

# Limited Warranties

**Lowes.com/Stainmaster**

# Lowe's Limited Warranties at a glance

To see which limited warranties apply to the carpet you purchased, please refer to the table below.

Throughout this brochure, INVISTA defines lifetime coverage as the life of the carpet. Lifetime limited warranty coverage begins on the date of purchase and continues for the life of the carpet. Other limited warranty coverage begins on the date of purchase and continues for the stated period of time.

| LOWE'S NEVER STOP IMPROVING | STAINMASTER® SolarMax® carpet | STAINMASTER® Active Family™ carpet | STAINMASTER® TruSoft® carpet | STAINMASTER® Essentials™ carpet | Details on page |
|---|---|---|---|---|---|
| **Food & Beverage Stains** | Lifetime | Lifetime | Lifetime | Lifetime | 7 |
| **Pet Urine Stains** | Lifetime | Lifetime | Lifetime | Lifetime | 7 |
| **Soil Resistance** | Lifetime | Lifetime | Lifetime | Lifetime | 7 |
| **Anti-Static** | Lifetime | Lifetime | Lifetime | Lifetime | 9 |
| **Texture Retention*** | 25 years or 28 years with cushion | 25 years or 28 years with cushion | 25 years or 28 years with cushion | 10 years or 13 years with cushion | 7 |
| **Abrasive Wear*** | 25 years or 28 years with cushion | 25 years or 28 years with cushion | 25 years or 28 years with cushion | 10 years or 13 years with cushion | 8 |
| **Fade Resistance** | 25 years | Not Covered | Not Covered | Not Covered | 8 |
| **Stairs** | Covered | Covered | Covered | Not Covered | N/A |

* Warranties will be extended to the longer period stated if STAINMASTER® carpet cushion is purchased and installed at the same time as the STAINMASTER® carpet.

These warranties apply for STAINMASTER® carpet purchased on or after August 1, 2013. For warranty information on purchases prior to August 1, 2013, please call 1-877-762-4911.

## Contact Information

Visit stainmaster.com to register your carpet purchase or to find general cleaning instructions. (Warranty registration is recommended but not required to activate your warranty coverage).

For warranty service or special assistance for carpet care and cleaning, call INVISTA's Consumer Care group at 1-877-762-4911. Hours are 8AM to 5PM EST, Monday through Friday or contact INVISTA by email at: stainmaster@invista.com.

## Care and Cleaning Obligations

To maintain your warranty coverage you must do the following:

- Clean stains and soiled areas promptly. The more time that elapses before treatment the more difficult a stain may be to remove.
- Act quickly when anything is dropped or spilled. Remove spots before they dry.
- Always work from the outer edge of the stain towards the center to avoid spreading.
- Remove any solid particles that are present with a spoon.
- Blot up the stain with a white cloth or paper towel. Do not rub as the carpet may fuzz.
- To get cleaning tips on specific stains, please visit STAINMASTER.com and search for "carpet care".
- If the problem remains after do-it-yourself cleaning, then have your carpet professionally cleaned (at your expense; these maintenance costs will not be reimbursed). If the problem remains or reappears after professional cleaning, then see the Limited Stain Resistance Warranty section on page 7 or the Limited Soil Resistance Warranty section on page 7.
- Even with regular vacuuming soil particles, oil and dirt can cling to the carpet fibers. With foot traffic, these particles and oily dirt are driven deep into the carpet. **To qualify for coverage under all limited warranties outlined in this warranty brochure, you must have had hot water extraction cleaning performed by a trained, qualified carpet care professional, at least as frequently as every 24 months since the date of purchase of your carpet. Failing to do so will void your warranty coverage.**

## Filing a Claim

If you have a problem with your carpet and believe it is covered by one or more of the limited warranties outlined in this warranty brochure, you must file a claim by contacting INVISTA's Consumer Care group at 1-877-762-4911. When you call, you will be asked to provide the following:

- An explanation of the issue, what caused the problem, where the carpet is installed and areas affected, and a description of what the carpet looks like now
- When and where the carpet was purchased, including the retailer's telephone number and address
- The carpet style name and style number
- Square yards purchased
- Date(s) and proof of professional cleaning(s)[1]



**If the problem is determined to be covered by one of the limited warranties, you will be asked to provide the original sales receipt or other documentation acceptable to INVISTA which shows proof of purchase and installation of a STAINMASTER® carpet and of carpet cushion which meets the requirements noted under the Texture Retention Limited Warranty.** The documentation must include the STAINMASTER® carpet name and style information.

**You must also provide INVISTA with all related professional cleaning receipts (showing service dates), if required.** Please note that INVISTA will not reimburse you for your costs of professional cleaning.

We may also request a small piece (6"x6") remnant of carpet.

## General Terms and Conditions

- Only first quality carpet (not seconds or irregulars) that meets INVISTA'S construction and performance specifications can earn the name STAINMASTER® carpet and be covered under these limited warranties.
- Carpet installed outdoors or in areas subject to other than ordinary foot traffic is specifically excluded from this warranty, as is carpet that is damaged by improper installation and/or improper cleaning methods and materials (such as bleaching agents).
- These limited warranties apply to all wall-to-wall STAINMASTER® carpet products purchased on or after August 1, 2013 and installed in the owner-occupied space in an owner-occupied residence in the United States or in Canada. For purchases prior to this date, call 1-877-762-4911.
- Coverage applies to an owner-occupied residence and to all STAINMASTER® carpet purchased by the tenant and installed in the portion of a rental dwelling occupied by such tenant. Timeshare dwellings are specifically excluded. If the carpet is removed from the home, these limited warranties will be deemed null and void.
- Warranty coverage is transferable to subsequent owner-occupiers only in owner-occupied residences. The original homeowner must contact INVISTA's Consumer Care group at 1-877-762-4911 to provide original receipts documenting the carpet purchase and proof that the carpet has been maintained every 24 months, using the hot water extraction cleaning method, since the original carpet purchase date. This documentation must be provided within sixty (60) days of the home sale. INVISTA will then provide the new homeowner with a written authorization transferring the warranty coverage. This change applies to all STAINMASTER® carpet warranties.
- These warranties do not apply to rugs or bound carpet.
- These limited warranties exclude carpet which has been put into commercial use. These limited warranties also exclude abnormal use or conditions, any type of abuse, vandalism, or damage by smoke, fire, storm, hurricane, flood, wind, lightning, any other natural disaster, or act of God. "Commercial use" includes, but is not limited to, use in a store, office, day care, or other place of business. "Abnormal use or conditions" includes, but is not limited to, water damage from plumbing, storm or flood, damage from smoke or fire, damage from improper cleaning methods or materials, and from improper maintenance. "Abuse" is any use of the carpet that is unreasonable

considering the normal and expected uses of a carpet in a residence. Damage from improper installation or defects in carpet manufacturing are specifically excluded from these limited warranties.

- Any repair or replacement under these limited warranties will be made by INVISTA and will be limited to the affected area of the carpet. If replacement is necessary, the limited warranty covers only the removal and disposal of the old carpet and the cost and installation of the new carpet, unless otherwise specified by a specific warranty. Any other labor charges, costs for moving furniture, equipment or baseboards, costs associated with new carpet cushion, or other charges are your responsibility and will not be paid by INVISTA. If the identical carpet is not available, a STAINMASTER® carpet of comparable quality, color, and value will be provided. Comparability in carpet specifications will be determined by INVISTA.
- You must reasonably cooperate with INVISTA in its efforts to perform its obligations under these limited warranties.
- If INVISTA replaces your STAINMASTER® carpet under any of these limited warranties, the remaining portion of the warranty period will be based on your original purchase date.
- These limited warranties give you specific legal rights and you may also have other legal rights which vary from state to state. This may also be the case in Canada from province to province.
- **Cash refunds will not be offered.**

## THE FOLLOWING APPLIES TO ALL OF THE LIMITED WARRANTIES INCLUDED IN THIS BOOKLET:

These limited warranties give you specific legal rights, and you may also have other legal rights which vary from state to state. This may also be the case in Canada from province to province. These limited warranties apply only to wall-to-wall carpet installed and bound carpet purchased in the U.S. or in Canada.

SUBJECT TO APPLICABLE LAW, UNDER NO CIRCUMSTANCES SHALL INVISTA BE LIABLE TO YOU FOR ANY LOST OR PROSPECTIVE PROFITS, LOSSES OR DAMAGES ARISING FROM DELAY IN PERFORMANCE, OR FROM ATTEMPTS OR FAILURES TO CLEAN COVERED STAINS, REGARDLESS OF THE FORM OF THE CLAIM OR CAUSE OF ACTION (WHETHER BASED ON CONTRACT, INFRINGEMENT, NEGLIGENCE, STRICT LIABILITY, OTHER TORT OR OTHERWISE), OR FOR ANY CONSEQUENTIAL, SPECIAL, INCIDENTAL, OR PUNITIVE DAMAGES ARISING OUT OF THE PURCHASE OR USE OF THE PRODUCT OR RESULTING FROM THE BREACH OF THIS LIMITED WARRANTY, OR ANY IMPLIED WARRANTY. IN NO EVENT SHALL THE CUMULATIVE LIABILITY OF INVISTA EXCEED THE PURCHASE PRICE PAID BY YOU FOR THE PRODUCT. FOR THE SAKE OF CLARITY, THE TERM "CONSEQUENTIAL DAMAGES" SHALL INCLUDE, BUT NOT BE LIMITED TO, LOSS OF USE AND LOSS OR DAMAGE TO PROPERTY, AND THOSE INCIDENTAL AND CONSEQUENTIAL DAMAGES REFERENCED IN §2-715 OF THE UCC.



Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. Also, some provinces do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

## Dispute Resolution — Mandatory Arbitration Provision

THIS DISPUTE RESOLUTION PROVISION ONLY APPLIES TO CONSUMERS RESIDING IN THE UNITED STATES WHO PURCHASE STAINMASTER® CARPET. IT IS IMPORTANT THAT YOU READ THIS ENTIRE SECTION CAREFULLY. THIS SECTION PROVIDES FOR RESOLUTION OF DISPUTES THROUGH FINAL AND BINDING ARBITRATION OF INDIVIDUAL CASES BEFORE A NEUTRAL ARBITRATOR INSTEAD OF IN A COURT BY A JUDGE OR JURY OR THROUGH A CLASS ACTION.

**Binding Arbitration Of All Claims.** The arbitration process established by this section is governed by the Federal Arbitration Act ("FAA"), 9 U.S.C. §§ 1-16. All disputes arising out of or related to this Warranty (whether based in contract, tort, statute, fraud, misrepresentation or any other legal or equitable theory) (a "Claim") shall be resolved by final and binding arbitration of individual claims only in accordance with this arbitration provision.

Only Individual Claims Permitted. NO DISPUTE BROUGHT BY EITHER YOU OR INVISTA MAY BE JOINED WITH ANOTHER LAWSUIT OR IN ARBITRATION WITH A DISPUTE OF ANY OTHER PERSON, OR BE PURSUED OR RESOLVED ON A CLASS-WIDE BASIS.

**Broadest Interpretation.** Any question about whether a Claim is subject to arbitration shall be resolved by interpreting this arbitration provision in the broadest manner permitted by law to allow its enforcement. All such questions will be decided by the arbitrator.

**How the Arbitration Works.** The party must file a Claim with the National Arbitration Forum ("NAF"), an arbitration administrator. This administrator is independent from INVISTA. You may obtain copies of the rules, forms and instructions for initiating and conducting arbitration by contacting NAF at:

National Arbitration Forum
P.O. Box 50191
Minneapolis, Minnesota 55405
Website: www.adrforum.com
800-474-2371

## Lifetime Stain Resistance Limited Warranty

**No carpet is fully stain proof.** Therefore, INVISTA does not extend warranty coverage to any of the substances or causes of damage identified below. The following are examples of non-covered stains excluded from this limited warranty:

- Non-food and non-beverage stains caused by substances including but not limited to cosmetics, bleaches, inks, vomit, blood, or feces, etc.
- Stains caused by substances that destroy or change the color of carpet, including, for example, but not limited to, stains caused by dyes (such as clothing or food coloring), bleaches, acne medications, drain cleaners, and plant food.
- Color changes due to fading (except for SolarMax® carpet, as described in the Fade Resistance Limited Warranty section below).

Warranty service is limited to stains caused by common food and beverage substances or pet urine. If within the term of the warranty your carpet becomes stained by a food, beverage spill or pet urine and you cannot remove the stain using the recommended cleaning procedures found on page 3, contact INVISTA at 1-877-762-4911 for assistance.

If the stain cannot be removed, INVISTA will provide an identical replacement carpet, or carpet of comparable value, for the affected area only (and adjacent areas extending to the nearest wall, doorway, or entrance).

## Lifetime Soil Resistance Limited Warranty

Warranty service is limited to dry soiling as a result of foot traffic from normal, indoor household use. If within the term of the warranty your carpet becomes soiled and you cannot remove the soil using the recommended cleaning procedures found on page 3, contact INVISTA at 1-877-762-4911 for assistance.

If the dry soil cannot be removed, INVISTA will provide an identical replacement carpet, or carpet of comparable value, for the affected area only (and adjacent areas extending to the nearest wall, doorway, or entrance).

Excluded from this Limited Soil Resistance Warranty are color changes from grease, mud, asphalt, tar, paints, ink, rust, blood, cement, materials that permanently destroy dyes or alter colors (such as bleaches, acne medications, drain cleaners, and plant food), urine, feces, vomit, appearance or color changes due to burns, pets, tears, cuts, pulls, shading, or pile reversal, fading, furniture depressions or athletic equipment.

## Texture Retention Limited Warranty

During the applicable Warranty Period, the surface pile of your carpet, when installed over carpet cushion meeting the standards described below should not, under normal residential use, show a significant loss of carpet pile texture from the carpet tufts bursting, blooming, opening, or losing their twist.

- Texture retention is defined as the ability of carpet tufts to retain their visible shape and not burst, bloom, open, or lose their twist, and is measured by using an international standardized rating scale. (3)
- This warranty is limited to the loss of texture from foot traffic, resulting in tufts bursting, blooming, opening, or losing their twist, which cannot be corrected. If INVISTA determines that your carpet's texture rating is below the minimum standards for the reasons described above, INVISTA will, at its sole option, repair or replace the affected area of the carpet (and adjacent areas extending to the nearest wall, doorway, or entrance).
- In the U.S., carpet must be installed over cushion that meets the HUD UM 72a, Class 1 standards. In Canada, carpet must be installed over cushion that meets all minimum parameters as per CGSB (4) Standard 20-GP-23M entitled "Standard for: Cushion, Carpet, Flexible Polymeric Material."
- When STAINMASTER® carpet cushion is purchased and installed with STAINMASTER® carpet, an additional three years will be added to the STAINMASTER® carpet Limited Wear Warranty.
- This limited warranty specifically excludes damage from pets or such things as tears, holes, cuts, pilling, burns, furniture casters, athletic equipment, vacuum marks, or heavy wheeled devices. Changes in appearance caused by matting, crushing, soiling, shading, or pile reversal, cornrowing, fading, or furniture depressions are also specifically excluded.

## Abrasive Wear Limited Warranty

During the applicable Warranty Period, your carpet should not incur Fiber Loss from Abrasive Wear (as hereinafter defined) by more than 10% in any area. "Fiber Loss from Abrasive Wear" is defined as actual loss of fiber, due to abrasion, from the surface pile of the carpet. If INVISTA determines that your carpet has incurred Fiber Loss from Abrasive Wear, INVISTA will, at its option, repair or replace the affected areas of your carpet (and adjacent areas extending to the nearest wall, doorway, or entrance).

- When STAINMASTER® carpet cushion is purchased and installed with STAINMASTER® carpet, an additional three years will be added to the STAINMASTER® carpet Limited Wear Warranty.

## Fade Resistance Limited Warranty for SolarMax® carpet styles only.

INVISTA warrants that with proper care and maintenance, your STAINMASTER® SolarMax® carpet should not fade from exposure to sunlight or atmospheric contaminants (ozone or oxides of nitrogen). This warranty coverage applies to indoor carpet installations only.

- If INVISTA determines that the noticeable color change due to sunlight or atmospheric contaminants exceeds AATCC(2) Gray Scale criterion, INVISTA will at our sole option, repair or replace the affected area of your carpet (and adjacent areas extending to the nearest wall, doorway, or entrance) per the Terms and Conditions.

The following are some examples of exclusions from this limited fade resistance warranty:

• Changes in carpet color due to air purifiers, photocopiers or other electronic equipment that emit significant amounts of ozone.

• Changes in carpet color resulting from external causes such as spills, household chemicals, improper cleaning, and other non-food and non-beverage substances.

• Gradual fading over time from pesticides, cleaning agents, benzoil peroxide and other household items

• Noticeable color change due to accumulation of dry soil such as foot traffic from normal, indoor household use.

## Lifetime Anti-Static Limited Warranty

For the expected life of your carpet, it should not generate static greater than 5.0 kilovolts (using AATCC)(2) (Test Method 134) If INVISTA determines that your carpet does not meet this anti-static limited warranty, INVISTA will repair your carpet. If repair cannot reasonably be made, INVISTA will replace the affected area (and adjacent areas extending to the nearest wall, doorway, or entrance).

Footnotes:

(1) An invoice or other documentation signed by the vendor is required.

(2) American Association of Textile Chemists and Colorists, Research Triangle Park, NC ("AATCC").

(3) See the Carpet & Rug Institute Standard 20-GP-23M for the international rating scale.

(4) Canadian General Standards Board ("CGSB").



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