

# Shaw® FLOORS

## Residential Carpet Warranty Information



[shawfloors.com](http://shawfloors.com)

**Anso**nylon  
GREEN by nature • fashionable by design®

*Ever*.TOUCH  
ever soft. ever durable. ever imitable

**ClearTouch**®

# Warranties At-A-Glance

## Warranties that apply to Shaw fibers:



Warranties that apply to other Shaw carpets  
(those not made with Anso<sup>®</sup> nylon,  
EverTouch<sup>®</sup> nylon, or ClearTouch<sup>®</sup> 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<sup>®</sup> Platinum Warranty** where applicable

# Warranties At-A-Glance

## Limited Warranties

### Anso® Nylon

<b>Lifetime</b>	Stain, Soil, Pet Urine Stains
<b>20-Year</b>	Texture Retention, Abrasive Wear Quality Assurance, SoftBac® Platinum

**Non-Prorated | Transferable**  
**Labor Inclusive | Stairs Included**

**30 Day Customer Satisfaction** (labor excluded)

**Recyclable\* /SCS Certified**



### EverTouch® Nylon

<b>Lifetime</b>	Stain, Soil, Pet Urine Stains
<b>15-Year</b>	Texture Retention, Abrasive Wear Quality Assurance, SoftBac® Platinum

**30 Day Customer Satisfaction** (labor excluded)

**Recyclable\***



### ClearTouch® PET Polyester

<b>Lifetime</b>	Stain, Pet Urine Stains
<b>15-Year</b>	Soil
<b>10-Year</b>	Texture Retention, Abrasive Wear Quality Assurance, SoftBac® Platinum

**30 Day Customer Satisfaction** (labor excluded)

**25% Recycled Content** The environmental claims of representative samples of this product have been validated by UL Environment.



\*As a result of Shaw's Evergreen nylon recycling technology, these EverTouch and Anso nylon carpets of Nylon 6 are capable of being recycled into new carpet over and over again. This program is limited and may not exist in your area. For more information, please visit [www.shawfloors.com](http://www.shawfloors.com).

See other Shaw quality assurance and stain and soil warranties for what is covered and exclusions. See 10-year proration schedules on page 32 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 11.

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

# Warranties Applicable to other Shaw Industries Carpets

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

**PLEASE NOTE: Area rugs made from any Shaw residential carpet that are 5' x 7' or larger will carry the warranties 1 and 2 listed below.**

## **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 prorated in accordance with the schedule on page 32. Both of these warranties exclude coverage for carpet installed on stairs.

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### **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 hot beverages, 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**

# Warranties Applicable to other Shaw Industries Carpets

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.

# Shaw General Warranty Terms and Conditions

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.

# Shaw General Warranty Terms and Conditions

## **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.

# Shaw General Warranty Terms and Conditions

## **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.

## **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 does 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.



# Warranty Service

## **2. EverTouch® nylon, ClearTouch® PET polyester, or other Shaw warranted carpet.**

If your Shaw EverTouch® nylon, 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 does not perform according to the respective warranty with comparable carpet made with EverTouch nylon, 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 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.

# Warranty Service

## 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](http://www.shawfloors.com/customer-care/contact-us)**

# Proration Schedule

## A. Proration Schedule

### 1. Proration Schedule for Limited Lifetime Stain Warranty for EverTouch® Nylon and ClearTouch® PET Polyester Carpets and EverTouch® Nylon Limited Lifetime Soil Warranty

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 Soil Warranty for ClearTouch® PET Polyester Carpets and Limited 15-Year Warranties for EverTouch® Nylon 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%	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%

# Your Warranty Record

## 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®**

**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

## 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.) \_\_\_\_\_

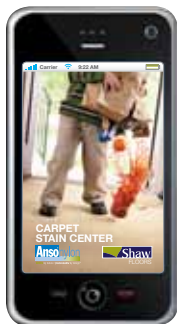


P.O. Drawer 2128  
Dalton, GA 30722-2128



**GREEN.**  
It's something we never forget.®

[shawfloors.com](http://shawfloors.com)



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

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