


## LIMITED WARRANTIES AT A GLANCE

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

These limited warranties apply for Style Selections® tufted carpet purchased for indoor installation by the owner for an owner-occupied residence, on or after March 17, 2026. “Warranty Period” shall be limited warranty coverage beginning on the date of purchase and continuing for the stated period of time as set forth below. For warranty information on purchases prior to March 17, 2027, call the Style Selections® Support Team at 877-888-8225.

PLEASE NOTE THAT THE CARPET MUST HAVE BEEN PROFESSIONALLY CLEANED USING HOT WATER EXTRACTION AT THE OWNER’S EXPENSE AFTER THE EVENT THAT GAVE RISE TO THE POTENTIAL WARRANTY CLAIM AND WITHIN 30 DAYS PRIOR TO FILING THE CLAIM. NOTE THAT THIS LIMITED WARRANTY ALSO CONTAINS A PROVISION WHEREBY BOTH PARTIES AGREE TO RESOLVE ANY DISPUTES THROUGH AN INITIAL INFORMAL DISPUTE RESOLUTION PROCESS AND THEN, IF NECESSARY, THROUGH EITHER SMALL CLAIMS COURT OR BINDING ARBITRATION.

WARRANTIED AGAINST	
FOOD & BEVERAGE STAINS	10 Years
ABRASIVE WEAR	10 Years
COLORFASTNESS TO LIGHT or ATMOSPHERE	10 Years
STATIC DISCHARGES	10 Years

## CARE AND CLEANING OBLIGATIONS

- Professional hot-water extraction cleaning is recommended every 12-18 months to help prolong and enhance your carpet’s appearance.
- Clean stains or soiled areas immediately using the DIY instructions found on [Lowe’s.com/carpets care](https://www.lowes.com/carpets-care).
- If after DIY cleaning, the stained area(s) or soiled area(s) have not improved, you will need to promptly commission a professional hot water extraction cleaning (at your expense; these maintenance costs will not be reimbursed). Make sure you keep receipts from all professional hot-water extraction cleanings. Proof of professional hot-water extraction cleaning is required to be covered under these

limited warranties.

- If the problem still remains after the professional hot water extraction cleaning, you must contact the Style Selections® Support Team within 30 days of the professional hot-water extraction cleaning to file your claim.

## 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 the Style Selections® Support Team. When you call, you will be asked to provide the following:

- An explanation of the carpet issue and what caused it. Explain where the carpet issue is located and in what other rooms the carpet is currently installed.
- A copy of your Lowe’s proof of purchase and installation of carpet and of carpet pad/cushion which meets the requirements noted under the Texture Retention Limited Warranty, which will include the purchased date and store location, the carpet style name, carpet pad name, and the quantity purchased – all of which is required information necessary to start your warranty claim.
- Proof of professional hot-water extraction cleaning(s) after the problem occurred and within 30 days prior to filing claim. A receipt which shows date and proof of service is required to be covered under these limited warranties. Please note that Lowe’s will not reimburse you for your costs for professional hot-water cleaning

### I. Items Under Warranty for Carpet Tile and Broadloom

1. Wear – Carpet will not wear more than 10% of their surface pile weight from abrasive wear. “Abrasive wear” means fiber loss from the carpet through normal abrasion, not crushing or flattening of the carpet pile in any area, nor staining, soiling, fading, or change in carpet appearance, nor fiber loss due to abnormal usage of the carpet.
2. Static – Carpet will not give static discharges in excess of 3.5 KV when tested under AATCC Test Method 134 (Step); and
3. Colorfastness to Light – Carpet will resist change color due to sunlight exposure to exceed the equivalent of 4.0 on the gray scale for color change as measured in accordance with AATCC Method 16E.
4. Colorfastness to Atmospheric Contaminants – Carpet will resist change color due to atmospheric contaminants (Ozone and Nitrous Oxides) as measured by AATCC 164 and AATCC 129. Tested carpet will not rate less than a 3.0 rating on the gray scale for color change.
5. Stain – Carpet will resist permanent stains caused by spills of all conventional acid-based substances per the AATCC Gray Scale for Evaluation Change in Color.

This is not a cleaning contract. In order to make a claim under this warranty, the Owner must have attempted to remove the stain within three (3) working days after occurrence of the spill and notify Lowes immediately if the stain removal is unsuccessful. If, in testing and analysis performed by the manufacturer, and subject to the other limitations set forth herein, the tested carpet or the cleaned area is found to have a rating of less the 8 under the AATCC Gray Scale for Evaluation Change in Color, the manufacturer will pay for the attempted removal of the stain and replace the original carpet in the affected area up to 100 times the size of the stain. If the stain is successfully removed per the manufacturer’s recommended procedures, all stain removal costs will be the responsibility of the Owner.

### II. Items Under Warranty for Carpet Tile Only

1. Edge Ravel/Zippering – Carpet tiles will not edge ravel or zipper.
2. Delamination Carpet tiles will not delaminate (Chair pads are recommended for maximum appearance retention and to deter delamination); and
3. Dimensional Stability – Carpet tiles will not lose their dimensional stability per the AACHEN test ISO 2551.

### III. Limitations – This warranty does not include:

1. Disfigurement or damage caused by abnormal use or any damage to the carpet not arising out of a manufacturing defect in the carpet, including such disfigurement or damage as tears, burns, pulls, cuts, floods, excessive alkalinity, excessive moisture, installation on stairs, damage resulting from improper cleaning agents or methods, neglect or damage in transit.
2. This warranty specifically excludes general soiling, discoloration, appearance change, due to pile distortion, and exposure to substances or contaminants which degrade or destroy yarn or the color of the carpet. Also, this warranty specifically excludes carpet which has been surface treated with materials not recommended or approved by the manufacturer, or which has been subjected to abnormal use or conditions or to cleaning agents or maintenance methods not recommended or approved by the manufacturer.
3. Abuse by any athletic equipment such as roller skates, ski boots, or golf shoes;
4. Differential fading from light exposure, shading, pile crush, dye lot differences, or soiling;
5. Any condition that would have been visible upon inspection prior to the installation; and
6. Any condition resulting from other than ordinary wear or from any use for which the product was not designed.

### V. Warranty Remedies

1. After receipt of proper written notice of the claim, the manufacturer may designate a representative to inspect the carpet with the Owner’s representative.
2. Subject to the above warranty limitations and Owner’s obligations, the manufacturer shall, at its sole discretion, repair or replace the affected carpet or refund the proportional purchase price for the affected area.
3. Any replacement will be made with a comparable product selected by the manufacturer from the manufacturer’s current running line. However, the manufacturer’s obligation shall not include the reimbursing of any indirect costs or incidental or consequential damages, however incurred. By way of example and not limitation, damages arising from the interruption of use of the spaces affected or expenses in removing furniture or equipment from the affected area shall not be included in its obligation.
4. THE REMEDIES PROVIDED IN CONNECTION WITH THIS LIMITED WARRANTY ARE EXPRESSLY IN LIEU OF ANY OTHER REMEDIES PROVIDED UNDER ANY OTHER EXPRESS OR IMPLIED WARRANTY, INCLUDING ANY WARRANTY BY MODEL OR SAMPLE AND ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS, and of any other obligation on the part of the manufacturer. This warranty supersedes any additional or inconsistent warranty(ies) set by any third party. In no event shall the manufacturer be liable for any incidental or consequential damages. No modification of this warranty shall be effective unless in writing and signed by an authorized representative of the manufacturer.

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. The above limitation or exclusion may not apply in some situations.

The remedies provided under this warranty state the limit of the manufacturer responsibilities.

### **THE FOLLOWING REMEDY AND DISPUTE RESOLUTION PROVISIONS APPLY TO ALL OF THE LIMITED WARRANTIES INCLUDED IN THIS BOOKLET:**

LIMITATIONS: YOUR SOLE AND EXCLUSIVE REMEDY UNDER THIS LIMITED WARRANTY SHALL EQUAL THE COST OF REPLACEMENT PRODUCT FOR THE PORTION OF THE CARPET THAT DOES NOT CONFORM TO THE WARRANTY AND LABOR COSTS FOR SUCH REPAIR, AS PROVIDED HEREIN. LOWE’S SHALL NOT BE LIABLE FOR INCIDENTAL, CONSEQUENTIAL, SPECIAL, OR PUNITIVE DAMAGES OR EXPENSES, OR FOR LOST OR PROSPECTIVE PROFITS, ARISING OUT OF THE PURCHASE

OR USE OF THE STYLE SELECTIONS® CARPET PRODUCTS OR RESULTING FROM THE BREACH OF THIS LIMITED WARRANTY. IN NO EVENT SHALL LOWE’S OR THE MANUFACTURER’S CUMULATIVE LIABILITY EXCEED THE COST OF REPLACEMENT PRODUCT FOR THE PORTION OF THE CARPET THAT DOES NOT CONFORM TO THE WARRANTY AND LABOR COSTS FOR SUCH REPAIR. THERE ARE NO WARRANTIES WHICH EXTEND BEYOND THE DESCRIPTION ON THE FACE OF THIS WARRANTY. TO THE EXTENT PERMITTED BY LAW, ALL OTHER WARRANTIES, WHETHER EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE EXCLUDED.

**State Rights:** This limited warranty gives You specific legal rights, and You may also have other rights which vary from state to state. 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.

### INFORMAL DISPUTE RESOLUTION PROVISION

Lowe’s and You each recognize and agree that good faith, informal efforts to resolve disputes often result in prompt, low-cost, and mutually beneficial outcomes. Therefore, You and Lowe’s each agree that, before either party may, under the provision below, commence an arbitration or assert a claim in small claims court, You and Lowe’s will engage in the following informal dispute resolution process:

- The party seeking to initiate a claim in arbitration or small claims court (“claimant”) must first give written notice to the other party (“respondent”). To notify Lowe’s that you intend to initiate informal dispute resolution, you must contact the STYLE SELECTIONS® Support Team at 1-877-888-8225 or by email at StyleSelections@lowes.com. The notice must include claimant’s full name and contact information; a description of the claim; information about the specific purchase, installation or use of STYLE SELECTIONS® carpet product(s) giving rise to the claim; claimant’s counsel’s name and contact information, if represented by counsel; and a description of the relief sought.
- You and Lowe’s will personally meet and confer, via teleconference or videoconference, in a good faith effort to informally resolve any claim covered by this provision. If You or Lowe’s are represented by counsel, that counsel may participate in the informal dispute resolution conference.
- Either party may request arbitration or a proceeding in small claims court, as applicable, if the dispute cannot be resolved within sixty (60) days, unless an extension is mutually agreed upon by the parties.
- Any statute of limitations will be tolled while You and Lowe’s engage in the informal dispute resolution process described in this section.

### **Waiver of Rights:**

- YOU AGREE TO WAIVE, TO THE FULLEST EXTENT ALLOWED BY APPLICABLE LAW, ANY CLAIMS FOR PUNITIVE OR EXEMPLARY DAMAGES AND ANY RIGHT TO PURSUE CLAIMS ON A CLASS OR CONSOLIDATED BASIS OR IN A REPRESENTATIVE CAPACITY, WHICH RELATE IN ANY WAY TO YOUR PURCHASE, INSTALLATION OR USE OF STYLE SELECTIONS® CARPET PRODUCTS.

**Arbitration: Please read this section carefully because it affects rights that you might otherwise have. It provides for resolution of most disputes through arbitration instead of court proceedings.**

- **Arbitration is different than court. There is no judge or jury, but the arbitrator can award damages. Arbitration is final, binding and subject to only limited review by a court.**
- Lowe’s and You agree that any controversy or claim arising out of or relating to the purchase, installation or use of STYLE SELECTIONS® carpet products, including any claim for breach of warranty (a “Dispute”), may be settled only by BINDING ARBITRATION or in a small claims court, if the Dispute is within the jurisdiction of the small claims court and there will be NO JURY TRIAL. Lowe’s and You agree that the American Arbitration Association (AAA) shall administer any arbitration in accordance with its Commercial Arbitration Rules and its Consumer-Related Dispute Supplementary Procedures and

incorporated fee schedule, and judgment on the award rendered by the arbitrator may be entered in any court having jurisdiction thereof. The parties intend that the Dispute will be settled in individual (bi-lateral) and not class arbitration, do not consent to the incorporation of the AAA Supplementary Rules for Class Arbitration into the rules governing arbitration under this Dispute Resolution Procedure, and hereby waive any right to arbitrate a Dispute through representative or class arbitration. The parties intend that the arbitrator decide all issues of substantive arbitrability, including his/her own jurisdiction. You agree that this arbitration section shall survive termination of this agreement.

- Any arbitration shall be confidential, and You and/or Lowe’s may not disclose the existence, content or results of any arbitration, except as may be required by law or for purposes of enforcement or appeal of the arbitration award. The decisions of the arbitrators shall be binding and conclusive upon all parties involved, and any judgment or decision on any arbitration may be entered in and specifically enforced in any court having proper jurisdiction.
- If any portion of this section is determined by a court to be inapplicable or invalid, then the remainder shall be given full force and effect.
- Claimant will be required to pay any applicable filing fees. Unless an applicable statute expressly permits awarding attorneys’ fees to the prevailing party, all administrative fees and expenses of arbitration will be divided equally between You and Lowe’s. Each party will bear the expense of its own counsel, expert, witnesses, preparation and presentation of evidence at any arbitration hearing. In the event the claim brought by claimant is frivolous, unreasonable or without foundation, or claimant continues to prosecute a claim after the claim became frivolous, unreasonable or without foundation, claimant will be required to reimburse Lowe’s for its costs, expenses and reasonable attorneys’ fees, amounts paid in the investigation, defense, and/or settlement of such claims, and all other amounts allowed by law.

**Law Governing Arbitration Provision.** The Dispute Resolution Provision above establishing the arbitration process is governed by the Federal Arbitration Act (FAA), 9 U.S.C. §§ 1-16.

**Information on the AAA and Arbitration Filing Requirements and Fees:** The website for the AAA may be accessed at [www.adr.org](http://www.adr.org). The AAA Commercial Arbitration Rules and the Consumer Arbitration Rules (with associated fee schedule) may be accessed at <https://www.adr.org/Rules>. For more information on AAA arbitration, contact: American Arbitration Association, Case Filing Services, 1101 Laurel Oak Road, Suite 100, Voorhees, NJ 08043. Toll Free number: 877-495-4185. Fax number: 877-304-8457. Email: [casefiling@adr.org](mailto:casefiling@adr.org).

**WAIVER OF JURY TRIAL:** LOWE’S AND YOU UNCONDITIONALLY WAIVE ANY RIGHT TO TRIAL BY JURY IN ANY ACTION, PROCEEDING OR COUNTERCLAIM ARISING OUT OF OR RELATING TO ANY DISPUTE ARISING UNDER THIS AGREEMENT. IF FOR ANY REASON A CLAIM PROCEEDS IN COURT RATHER THAN THROUGH ARBITRATION, LOWE’S AND YOU AGREE THAT THERE WILL NOT BE A JURY TRIAL. YOU UNDERSTAND THAT BY THIS AGREEMENT YOU ARE WAIVING THE RIGHT TO HAVE ANY DISPUTE HEARD AND RESOLVED IN COURT BY A JURY.

### CONTACT INFORMATION

For warranty service or special assistance for carpet care and cleaning, call the Style Selections® Support Team at 877-888-8225. Business hours are 8AM to 5PM EST, Monday through Friday. Or contact the Style Selections® Support Team by email at: [StyleSelections@lowes.com](mailto:StyleSelections@lowes.com).