

## 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 STAINMASTER® carpet purchased for indoor installation by the owner for an owner-occupied residence, on or after March 7, 2022. "Warranty Period"s shall be i) Lifetime limited warranty coverage beginning on the date of purchase and continuing for the life of the carpet; and ii) other 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 7, 2022, call the STAINMASTER® Support Team at 1-800-438-7668.

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	STAINMASTER® 	STAINMASTER®
FOOD & BEVERAGE STAINS	LIFETIME	LIFETIME
SOIL RESISTANCE	LIFETIME	LIFETIME
PET URINE STAINS	LIFETIME	NOT COVERED
PET VOMIT & FECES STAINS	LIFETIME	NOT COVERED
TEXTURE RETENTION**	25 years or 28 years with qualifying carpet pad**	15 years or 18 years with qualifying carpet pad**
ABRASIVE WEAR**	25 years or 28 years with qualifying carpet pad**	15 years or 18 years with qualifying carpet pad**

\*Warranty coverage described herein excludes carpet installed on stairways.

\*\*Extend your Texture Retention and Abrasive Wear Limited Warranties by purchasing and installing a qualifying carpet pad with a breathable moisture barrier. (See store for details).

## CONTACT INFORMATION

For warranty service or special assistance for carpet care and cleaning, call the STAINMASTER® Support Team at 1-800-438-7668. Business hours are 8AM to 5PM EST, Monday through Friday. Or, contact us by email at: stainmaster@lowes.com.

## 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 [Lowes.com/carpetcare](https://www.lowes.com/carpetcare).
- 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 STAINMASTER® Support Team within 30 days of the professional hot-water extraction cleaning to file your claim.