Lifetime Commercial Limited Warranty for - Solution Q Extreme® SD Nylon

Solution Q Extreme SD Nylon is Shaw Industries Premium Branded (SD) solution dyed nylon.

The following is the Commercial Limited Warranty issued by Shaw Industries, Inc ("Shaw") for our Solution Q Extreme Premium Branded (SD) solution dyed nylon.

This warranty begins when the carpeting is purchased. The carpet must be installed in accordance with Patcraft installation guidelines and specifications. The carpet must be maintained in accordance with Patcraft maintenance (carpet care) recommendations and such maintenance (carpet care) continues throughout the duration of the original installation.

The Lifetime Warranty is further limited to the period of time the carpet is owned and maintained by the original end-use purchaser. The basis of any warranty related claim is the original Shaw invoice or authorized Patcraft dealer invoice.

Installation guidelines and specifications along with carpet care recommendations can be obtained from your dealer or from Patcraft Customer Connect at 1-800-241-4014 or on-line at the Patcraft web site at www.patcraft.com.

What the lifetime commercial limited warranty covers:

Fiber - Abrasive Wear - Shaw warrants that, under normal use, carpet using Solution Q Extreme SD nylon will lose no more than 10% of the pile face fiber, by weight, during the warranty period. This warranty does not cover appearance retention, matting and crushing and normal appearance changes in high traffic areas.

Fiber - Static Protection - Shaw warrants that, under normal use, carpet using Solution Q Extreme SD nylon will not generate static build-up in excess of 3.5 kv, during the warranty period as tested by AATCC Test Method 134.

Fiber - Stain Warranty - Shaw warrants that; carpet made exclusively with 100% Solution Q Extreme SD nylon, when installed and maintained as recommended by Shaw for indoor use only, will resist permanent stains caused by spills of all acid base substances for the warranty period.

Fiber - Colorfastness to Light and Atmospheric Contaminants Warranty - Shaw warrants that, carpet made exclusively with 100% Solution Q Extreme SD nylon when installed and maintained as recommended by Shaw for indoor use only, will not display a significant change in color due to exposure to light or exposure to atmospheric contaminants (Ozone or Oxides of Nitrogen) for the warranty period.

What you should do if any of the above problems occur and you need warranty service:

You (the original purchaser) should notify the authorized Shaw Dealer and/or your sales representative and submit in writing, the following:

- A valid proof of purchase in the form of a sales receipt or other documents which establish proof of purchase
- A detailed description of the problem and/or a photograph/sample that clearly shows the warranty problem.

To: www.shawonline.com or Shaw Industries – Financial Services, P.O. Box 40, Dalton, GA 30722.

Shaw will designate a representative to inspect the carpet containing Solution Q Extreme SD Nylon and evaluate the warranty claim.

What Shaw will do should you need warranty service:

Should a defect covered under this warranty be found, the affected area will be repaired to conform to the warranty. If repair is not commercially practical, Shaw may, at its sole option, replace the affected carpet or refund the proportional purchase price for the affected area.

Shaw will pay the reasonable costs for freight and labor. Any costs incurred for the moving of equipment, furnishings, partitions and the like, that were installed over the Shaw Commercial product will be at the consumer's expense.

What conditions apply to Shaw Industries Solution Q Extreme SD nylon lifetime commercial limited Warranty:

1. This warranty specifically excludes general soiling, discoloration, appearance change due to pile distortion, and exposure to substances or contaminates which degrade or destroy nylon yarn or the color of the carpet.

2. This warranty specifically excludes carpet which has been surface treated with materials not recommended by Shaw or which have been subjected to abnormal use or to cleaning agents or maintenance methods not recommended or approved by Shaw .

3. In order to make a claim under this guarantee, the owner must have attempted to remove the stain within (3) three working days after occurrence of the spill using cleaning procedures as recommended by Shaw and must notify Shaw immediately if stain removal is not successful.

4. In addition, the owner must permit a Shaw representative access to the installed carpet in order to attempt to remove the stain. If, under testing and analysis performed by Shaw, and subject to other limitations set forth herein, the tested carpet or the cleaned area is found to have a rating of less than 8 under the AATCC 175, Stain Resistance of Pile Yarn Floor Covering Test, Shaw will pay for the attempted removal of the stain by the Shaw representative and replace the original carpet in the affected area, up to 100 times the size of the stain, free of charge, including installation.

5. No charges for floor preparation or for movement or replacement of equipment, furnishings, partitions, etc. will be allowed. If the stain is removed as warranted, all stain removal costs will be the responsibility of the owner.

Please note - The warranty is not transferable. It extends only to the original retail purchaser. Shaw does not grant to any person or entity the authority to create for it any obligation or liability in connection with this product. Shaw shall not be liable to the consumer or any other person or entity for any incidental, special or consequential damages, arising out of breach of this limited warranty or any implied limited warranty (excluding merchantability). All implied warranties, including an implied warranty of merchantability or fitness for a particular purpose, are hereby limited to the duration of this limited warranty. Some states do not allow the exclusion or limitation of implied warranties or the limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to the purchaser. This warranty gives the purchaser specific legal rights, such rights may vary from State to State.

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