

CushionWorx™ Underlayment – Commercial Limited Warranty

CushionWorx™ is a premium polyethylene foam cushion underlayment for use with Patcraft EcoWorx carpet tile in commercial applications.

This warranty begins when the underlayment is purchased. The underlayment must be installed in accordance with Patcraft's installation guidelines and specifications. These guidelines and specifications should be maintained throughout the duration of the underlayment installation.

This Limited Warranty is limited to the original end-use purchaser and is good for one year past the date of the initial pad installation. The basis of any warranty related claim is the original Patcraft or Shaw invoice or authorized Patcraft dealer invoice.

Installation guidelines and specifications can be obtained from your dealer or from Customer Connect at 800.241.4014 or online at the Patcraft web site at www.patcraft.com.

What the warranty covers

Patcraft warrants that the underlayment will be free of defects and is further warranted to give satisfactory performance during the normal useful life of the carpet under which it is installed, provided the installation is in accordance with the recommended procedure for CushionWorx™.

What you should do if problems occur

You (the original purchaser) should notify the authorized Patcraft or 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. 2128, Dalton, GA 30722. Shaw will designate a representative to inspect the product in question 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 cushion 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?

This warranty excludes damage to the pad or carpet caused by installation that does not comply to accepted industry standards, by improper maintenance, or by purchaser abuse. This warranty also excludes damage from flooding or excessive moisture from existing moisture issues or alkalinity related issues.

Note: Relative Humidity results of flooring per ASTM F-2170 of 85% or less and Calcium Chloride results per ASTM F-1869 of 5 lbs or less with a pH of between 5 and 9 is acceptable. For best results, ambient temperatures should remain above 50°F and the ambient humidity should not fall below 40% RH.

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.