

Product Warranty

Milliken™ offers a one-year warranty against manufacturing defects and a five-year wear warranty on the complete OBEX™ product range, under the following conditions:

1. OBEX products must be installed in a commercial or a public building in accordance with Milliken's published installation guidelines.
2. OBEX products must be maintained on a regular basis in accordance with Milliken's published maintenance recommendations.

One-Year Warranty against Manufacturing Defects

Milliken offers a one-year warranty against manufacturing defects on the complete OBEX™ product range, under following conditions:

If the product within one-year from date of invoice shows evidence of manufacturing defect to the extent that it no longer performs as intended, and such claim has been assessed and accepted by Milliken, then Milliken shall replace the product with product of equal quality. However, appearance change on OBEX products coming from natural wear due to foot and/or wheeled traffic cannot be covered by the warranty.

Five-Year Wear Warranty

If the product within five-years from date of invoice becomes worn to the extent that it no longer performs as intended, and such claim has been assessed and accepted by Milliken, then Milliken shall replace the product with product of equal quality. However, appearance change on OBEX products coming from natural wear due to foot and/or wheeled traffic cannot be covered by the warranty.

These warranties do not apply to improper use, tears, burns, pulls, cuts, or any damage caused by improper cleaning agents or methods. This warranty also, does not cover incidental or consequential damages that could be caused by these products.

This warranty does not apply to the borders on OBEX PVC backed Rolls.

Product Warranty (cont.)

OBLIGATIONS OF PURCHASER-OWNER

1. Purchaser/Owner must submit notice of all claims under this warranty within a reasonable time after discovery of the alleged defect giving rise to the claim and within the warranty period.
2. Claims must be submitted in writing to Milliken[™] Quality Assurance at carpetclaims@milliken.com or to a Milliken Quality Assurance representative by phone at 1-800-528-8453 (Option 2 at prompt for Quality Assurance).
3. For further information about Milliken warranties, please contact your Milliken Sales Representative or Milliken Quality Assurance at:
 - a. Phone: 1-800-528-8453 (Option 2 @ prompt for Quality Assurance)
 - b. E-mail: carpetclaims@milliken.com
 - c. Toll Free Fax Number: 1-866-503-6815