

Ceramic Porcelain Limited Warranty

The following is the limited warranty issued by Shaw Industries, Inc. (“the Company”) for Shaw Ceramic Porcelain products.

WHAT THE SHAW CERAMIC PORCELAIN FLOORING LIMITED WARRANTY COVERS

This ceramic porcelain product has been manufactured in accordance with industry standards. All first quality ceramic porcelain from the Company is warranted to be free of defects in the quality of the product for one year from date of purchase. This warranty applies to products used in commercial and residential applications.

What you should do if you find that there is a defect in the quality and you need warranty service:

- Notify the authorized Company dealer from which the original purchase was made of any defect no later than 30 days after discovering the defect and within the time period of this limited warranty.
- Present to your authorized Company dealer the following items for a warranty claim to be considered.
- A detailed description of the problem and/or a photograph/sample that clearly shows the problem.

WHAT SHAW WILL DO SHOULD YOU NEED WARRANTY SERVICE

Should a defect covered under this warranty be found, the Company will authorize the affected area to be repaired to conform to the warranty. The Company will provide ceramic porcelain for replacement or repair of the affected area, at its option. Due to inherent variations associated with quarried stone and naturally fired ceramic porcelain products, color and texture variations from samples should be expected. Prior to installation, ceramic porcelain should be approved by customer. No claims for shade or texture will be honored after installation.

If professionally installed, and the defect was not visible before or during installation, the Company will pay the reasonable labor costs to perform the replacement or repair during the first year warranty period from the date of original purchase. In the event that the color installed is no longer available, the Company will authorize your dealer to replace the affected floor with another Company product of equal value. The above described remedy is the purchaser’s sole and exclusive resolution for claims under this limited warranty.

Each Limited Ceramic Porcelain Flooring Warranty is subject to the following conditions:

This limited warranty is valid only in North America. The warranty is not transferable. This limited warranty applies only where the affected area of the ceramic porcelain flooring is visible. The flooring must be installed in accordance with Tile Council of North American (TCNA) installation guidelines. This limited warranty shall not apply to damage arising from any of the following:

- Accidents, abuse or misuse
- Exposure to extreme heat
- Scratch, impact or cutting
- Modification, alterations, repair or service by a non-authorized floor covering dealer
- Problems caused by structural movement/deficiencies in the base of subfloor
- Improper installation

- Improper care and maintenance
- Freight

You, the original purchaser, will contact your authorized Company dealer and/or Sales Representative for warranty or claim service. Please provide a valid proof of purchase and a detailed description of the issue, along with photographs showing the concern. Samples should be submitted for testing when available.

Dealers/Shaw Sales Representatives will file a claim via www.Shawnow.com and submit the information you provided. A Shaw claims representative will thoroughly evaluate your claim.

Shaw Industries Financial Services, PO Box 2128, Dalton, GA 30722 - 1-800-257-7429.

NOTE: The warranty is not transferable. It extends only to the original end use purchaser. Shaw Industries Inc. does not grant to any person or entity the authority to create for it any obligation or liability in connection with this product. Shaw Industries Inc. 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.