

Area Rug – 5 Year Commercial Limited Warranty

Shaw Industries, Inc. (“Company”) warrants its rugs when used in the proper fit-for-use indoor commercial applications. The warranty belongs to you, the original end-use purchaser, and begins when you purchase the rug and extends for the limited warranty period stated below. The warranty is further limited to the period of time the rug is owned and maintained by the original end-use purchaser. The basis of any warranty-related claim is the original Company or authorized dealer invoice.

WHAT THE WARRANTY COVERS

Under normal commercial use during the warranty period, the Company warrants the following:

- **Manufacturing Defects** – The rug will be free of manufacturing defects for a period of 5 years.
- **Edge Finish** – If applicable, edge finish defects are warranted for up to 1 year.

WHAT CONDITIONS APPLY?

This warranty does not cover the following:

- Roll marks, edge curl, matting and crushing are excluded from this warranty. These are not defects and can be removed by routine vacuuming and routine care & maintenance.
- Damage caused by exposure to improper cleaning agents or cleaning methods.
- Damage from flooding or excessive moisture from accidents.
- Burns, cuts, fading, matting, pills, pulls, odor, soiling, staining, tears due to abuse, misuse, neglect, or improper maintenance
- Damage to floors due to incompatible adhesives.
- Damage to floors due to a failure to properly place and use a suitable pad underneath. Pad is not required for rugs with attached non-skid backing.
- Damage caused by spikes, cleats, skates, blades, high heels or other similar foot wear.
- Rugs placed on stairs
- Fading or discoloration resulting from heavy exposure to sunlight or ultraviolet (uv) rays.
- Slips, trips and falls.
- For wool rugs, natural wear and tear are excluded from this warranty. Shedding is normal. There will be some occasional loose ends. These loose ends should be clipped and are not considered a defect.

WHAT IF YOU NEED WARRANTY SERVICES

You, the original purchaser, will contact your authorized dealer or Company sales representative for 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 review/testing when available. The dealer or Company sales representative will file a claim via www.ShawNow.com and submit the information you provided. A Company claims representative will thoroughly evaluate your claim. If you have questions, you can contact Shaw Industries Financial Services, PO Box 2128, Dalton, GA 30722, 1-800-257-7429.

WHAT WE WILL DO

If we find a defect covered under this warranty, the Company may, at its sole option, repair or replace the affected rug or refund the purchase price for the affected material. The Company will pay the reasonable costs for product, freight and labor. Any costs incurred for moving equipment, furnishings, partitions and the like that were installed over the Company's commercial product will be at the customer's expense.

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.