

## Resilient 7-Year Commercial Limited Warranty For Light Use

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Shaw Industries, Inc. (“Company”) warrants this resilient product under this Limited Commercial Warranty when used in the proper fit for use indoor light commercial applications with light to moderate foot traffic. The warranty belongs to you, the original end-use purchaser, and begins when you purchase the product and extends for the limited warranty period stated above. The warranty is further limited to the period of time the product 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.

The product must be installed in accordance with the Company’s installation guidelines and specifications. The product must be maintained in accordance with the Company’s cleaning and maintenance guidelines and such product care must continue throughout the duration of the original installation. Damage resulting from a failure to follow installation and cleaning/maintenance guidelines will not be covered under this warranty. Installation and cleaning/maintenance guidelines are available through your dealer, the website, or from a service representative at the phone number below.

### WHAT THE WARRANTY COVERS

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The Company warrants that during the warranty period and under normal use:

- **Manufacturing Defects** – The product will be free from manufacturing defects. Manufacturing defects include delamination, core voids, thickness variation, and dimensional stability defects. Dimensional stability related defects are defined as dimensional changes in the width and/or length of the product greater than the tolerances as defined in ASTM F2199. Thickness variation is defined as thickness exceeding the thickness tolerance as defined in ASTM F386.
- **Wear** – The product will not wear through the pattern layer.

### WHAT CONDITIONS APPLY

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For jobsite and floor preparation conditions, see product-specific installation guidelines. Moisture-related testing (relative humidity, pH, and calcium chloride) is not the responsibility of the Company and all issues related to moisture, including any resilient related issues, are excluded from this warranty. Floor protectors are recommended to inhibit premature wear of the surface of the resilient. Replacement resilient will come from current running-line products comparable to the warranted product. Your warranty does not cover the following: damage caused by improper installation or maintenance; differences in color between products and samples or photographs; problems arising from excessive moisture, alkali or water pressure from the subfloor; indentation from improper loading including heavy static loads, high heels, spiked shoes, rolling loads, chairs or other furniture not using floor protectors; discoloration, including but not limited to ultraviolet light and heat sources; surface scratches, changes in shading, texture or gloss during use; damage caused by chemically reactive material, dye, mold, stains, spillage, burns, gouges, scratches, indentations, floods, accidents, abuse or any harsh scouring pads while buffing; or damage due to thermal heat sources.

## WARRANTY LIMITATIONS

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Shaw products are not warranted against squeaking, popping or crackling. Some squeaking, popping, or crackling is possible when installed using floated methods.

Damage or gapping resulting from the failure to follow Shaw's installation instructions will not be covered by this warranty.

## WHAT IF YOU NEED WARRANTY SERVICE

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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](http://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

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If we find a defect covered under this warranty, we will repair the affected area to conform to the warranty. If repair is not commercially practical, the Company may, at its sole option, replace the affected product or refund the proportional purchase price for the affected area. 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.