

ARCHES COLLECTION

WARRANTY | CARPET

Lifetime Stain Resistance Limited Warranty

10 Year Soil Resistance Limited Warranty

Lifetime Fade Resistance Limited Warranty

10 Year Abrasive Wear Limited Warranty

10 Year Manufacturing Defects Limited Warranty

OWN WITH CONFIDENCE

Installed correctly and following proper care and maintenance, your carpet will stay looking newer and beautiful longer. The Arches Collection carpet is warranted against staining, fading, soiling, abrasion and manufacturing defects.

STAIN RESISTANCE LIMITED WARRANTY

No one wants a permanent stain on their carpet. That's why the Arches Collection is made to be extremely stain resistant. With proper care and prompt attention, the Arches Collection will resist staining from a host of common food and beverage accidents, such as coffee, colas, yellow mustard, chocolate, household bleach cleaners and wines. This warranty excludes abusive conditions or unattended spills or accidents. The carpet must be cleaned and maintained according to guidelines established by the Carpet and Rug Institute.

FADE RESISTANCE LIMITED WARRANTY

Enjoy natural light without worrying about the possible damage and color fading from prolonged exposure to harsh sunlight – especially from southern exposures. That's why Arches Collection is made beautifully fade resistant with ColorLock solution-dyed fiber. You can even spot-clean with household bleach and the color won't fade.

PET STAIN LIMITED WARRANTY

The Arches Collection will not be permanently stained from exposure to pet urine, vomit, or feces from domestic cats and dogs. This warranty covers the physical appearance of a pet stain. This warranty does not cover odor, as odor can emanate from below the surface of the carpet, even from the pad under the carpet, if pet deposits are allowed to dwell for a period of time before extraction. The carpet must be installed correctly, be subject to normal use in a residential dwelling, and be maintained according to Carpet and Rug Institute recommendations. Allowances will not be offered where there is evidence that pet stains are not accidental, but are a regular occurrence.

SOIL RESISTANCE LIMITED WARRANTY

The Arches Collection is equipped with a soil and stain shield treatment. The treatment keeps dirt from clinging to the carpet fibers so it's easier to vacuum. Regular vacuuming also prolongs the life of your carpet. Always keep the carpet cleaned and maintained according to guidelines established by the Carpet and Rug Institute.

ABRASION RESISTANCE LIMITED WARRANTY

The Arches Collection is warranted to stand up to normal wear and lose no more than 10% of pile fiber during its warranty period. The carpet must be installed correctly and the abrasive wear has to be normal residential foot traffic - not abusive use.

Contact your flooring retailer with questions or concerns regarding your flooring purchase.

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EXCLUSIONS

The following substances and abuses are excluded from the warranty. They are:

- High-Traffic Areas (Installation on stairs or other areas that receive more than normal traffic)
- Wet-Prone Areas (Installation in bathrooms, kitchens, powder rooms, laundry rooms, mud rooms or other areas that are likely to be damp).
- Tears, burns, cuts, pulls, furniture depressions, matting, crushing

Other exclusions include but are not limited to:

Oil and wax-based substances	Paints	Plant Food	Acne medicines
Acids	Lipstick	Cement	Drain Cleaners
Tar	Mascara	Blood	
Grease	Dyes	Asphalt	
Shoe Polish	Mud	Tears	

LIFETIME WARRANTY PRORATION PERIOD

- Year 1 – 100% Carpet
- Year 2 through year 4 – 90% Carpet
- Year 5 through year 10 – 10% Reduction per year to a minimum of 10%

WARRANTY SERVICE

If you are unhappy with your carpet and believe you have a warranty claim, contact the retailer where your carpet was purchased. You will need to provide your proof of purchase, a full description of your claim and receipt(s) for recommended professional cleaning by hot water extraction.

NOTE: Some states do not allow limitations on the duration of implied warranties, or the exclusion or limitation of incidental and consequential damages. Except for these rights, the remedies provided under the Arches Collection limited warranties state and set forth the limit of the warranties.

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