

# NORTH CASCADES COLLECTION

## WARRANTY | CARPET

Lifetime Stain Resistance Limited Warranty

Lifetime Fade Resistance Limited Warranty

Lifetime Pet Stain Resistance Limited Warranty

25 Year Soil Resistance Limited Warranty

25 Year Abrasive Wear Limited Warranty

25 Year Texture Retention Limited Warranty

25 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 North Cascades 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 North Cascades Collection is made to be extremely stain resistant. With proper care and prompt attention, the North Cascades 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 North Cascades 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 North Cascades 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 North Cascades 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 North Cascades 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.

### TEXTURE RETENTION WARRANTY

Over time, carpet can see a reduction in texture or crushing of the carpet's tufts from every day wear. The manufacturer warrants against significant twist loss from foot traffic for the warranty period. This does not cover abusive wear or carpet that has been incorrectly installed. Crushing caused by furniture, including impressions left by legs of furniture and excessive heavy foot traffic are not covered by this warranty.

**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 through year 7 - 100% Carpet
- Year 8 through year 10 - 90% Carpet
- Year 11 through year 25 - 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 North Cascades Collection limited warranties state and set forth the limit of the warranties.

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