

CarpetDIY  
CARPET WARRANTY  
I N F O R M A T I O N

## CARPET DIY offers the highest quality and most versatile carpet product available.

We stand behind the quality of our products and the materials used to create them. At Carpet DIY, we are constantly at work to ensure our products offer the highest quality and value in residential carpeting

Carpet DIY is proud to offer products made in the USA. Located in Dalton, Georgia. We continuously strive to offer the best service and products in the industry. Our carpets are designed with our customers' expansive needs in mind and we take pride in our ability to service customers worldwide.

This brochure explains the scope of each warranty and the quality you can expect from your recently installed carpet. In addition to detailed warranty coverage, this brochure also defines what is required from the homeowner in order to maintain a valid warranty.

Please keep a copy of this warranty along with the following important documents and resources:

- Original invoice / sales receipt
- A 2' x 2' uninstalled sample of your carpet
- Types of adhesives and tapes if used instead of FriXion Pads

This documentation will provide critical information needed in the unlikely event of a claim. The uninstalled sample is recommended in case a repair or testing during a claim becomes necessary.

Thank you for choosing Carpet DIY and for allowing us the opportunity to fulfill your flooring needs.

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# GENERAL WARRANTY INFORMATION

All carpet tiles must be inspected and measured before they are cut and/or installed. Carpet must be maintained in accordance to Carpet DIY requirements. CarpetDIY reserves the right to inspect and determine the best course of action to repair or replace damaged material or resolve warranty claims.

To protect your warranty coverage specified in the terms of these warranties, you must have proof of purchase. You must have a valid invoice and/or sales receipt showing you purchased the carpet.

*Unless otherwise stated, Carpet DIY requires all carpeting to be installed indoors using proper installation procedures. Failure to fulfill any of the requirements will void all warranties. Warranties are valid in residential installations only.*

Before the carpet is installed it is recommended that boxes allowed to acclimate overnight in an area where the temperature is no less than 65°F.

# CARPET DIY PERFORMANCE WARRANTY DETAILS

The following outlines the Carpet DIY General Warranty Conditions and Homeowner Requirements. Please read the "Exclusion" portion of this warranty brochure and the disclaimer and limited liability details.

The following are warranties provided by Carpet DIY:

## LIMITED STAIN RESISTANCE WARRANTY

*Please consult your carpet's information to determine if this warranty is applicable to your purchase.*

## IMPORTANT INFORMATION

No carpet is stain proof. Carpet DIY warrants that surface pile of your Carpet DIY carpet will remain stain resistant to most household beverage and food substances for the specified warranty period in an owner-occupied residence. Carpet DIY stain warranties exclude stains from substances such as bleaches, medications, acids, caustic chemicals, hot beverages, insecticides, paints, plant food, iodine, rust, dyes, natural dyes (berries, wines, soft drinks, powdered drinks), feces, vomit, \*\*urine, waxes and cleaning products.

Proper cleaning is essential in reducing the level of soiling in your carpet. Carpets must be vacuumed and professionally cleaned on a regular basis to reduce soiling levels. All carpets respond to soiling differently.

LCT by Carpet DIY solution dyed polyester carpets include the resistance of stains from pet urine in their warranty. This coverage is for staining as a result of urine from a domesticated dog and/or cat. No other animals are included in the coverage. This warranty does not cover stains related to fecal matter and/or damage to the carpets backing and, or subfloor as a result of pet urine. This coverage does not include odor or mold that may occur as the result of pet urine. LCT (Luxury Carpet Tile) provides that a tile may be machine washed up to 3 times

### **Exclusions:**

The Stain Resistance Limited Warranty does not include soiling and, or staining from aggressive dyes. Examples of these stains that are not covered under the warranty include, but are not limited to: shoe polish, cosmetics, paint, acids, bleaches, acne medication, drain cleaners, plant foods, candles, carpet deodorizers, air fresheners, vinyl and tile cleaners/polishes, disinfectants, animal

foods, \*\*urine, fecal matter, vomit, blood, body fluids and any matter that contains natural dyes and, or the ability to remove color.

*See "General Terms, Limitations and Warranty Exclusions" for a full list of exclusions.*

*Please refer to the "Caring for Your Carpet" section for cleaning tips and helpful resources.*

## QUALITY ASSURANCE WARRANTY

\*Please consult your carpet's information to determine if this warranty is applicable to your purchase.

Carpet DIY warrants that the carpet purchased will be free from any defects related to manufacturing during the specified warranty period. Manufacturing defects refers to any defect in the material that occurred due to a manufacturing or workmanship error. This warranty does not cover defects such as wrinkles, delamination or issues related

to the wear of the carpet. Matting and traffic issues are not covered in the warranty. Indentations due to furniture or other household items are not covered. All carpets must be installed correctly and properly maintained for warranty to be valid for specified period. Carpet DIY will not provide credit for labor charges for appearance related defects that should have been noticed prior to installation.

### **Exclusions:**

The Quality Assurance Warranty excludes wrinkling, buckling, matting, crushing or any change in appearance or pile retention. These are not manufacturing defects, but are maintenance related issues.

Snags and pulling of loops in carpet are not considered a defect and are not covered in this warranty.

*See "General Terms, Limitations and Warranty Exclusions" for a full list of exclusions.*

## FADE RESISTANCE WARRANTY

Carpet DIY warrants that the carpet purchased will not fade from sunlight, resulting in a noticeable color change more than one unit on the AATCC Grey Scale under normal use for the warranty period specified on the product sample. Homeowners must use proper protection (i.e. window treatments, such as, but not limited to, curtains, blinds, shades, shutters, etc.) to ensure that the carpet is not over exposed to direct sunlight.

### **Exclusions:**

The Fade Resistance Warranty excludes yellowing or oxidization of carpeting, pooling, watermarking, filtration or color change due to improper maintenance.

*See "General Terms, Limitations and Warranty Exclusions" for a full list of exclusions.*

# CARPET DIY PERFORMANCE WARRANTY DETAILS

*continued*

## **ANTI-STATIC WARRANTY**

Carpet DIY warrants the carpet purchased will not generate static greater than 5.0 kilovolts (a level not detectable by most people) within the specified warranty period. There are limitations to this warranty that can be found under the “General Terms and Warranty Exclusions” section of this brochure.

## **ABRASIVE WEAR WARRANTY**

Carpet DIY warrants the carpet purchased will not wear from abrasion more than 10% as the result of normal foot traffic and use within the specified warranty period. There are limitations to this warranty that can be found under the “General Terms and Warranty Exclusions” section of this brochure.

### ***Exclusions:***

The Abrasive Wear Warranty excludes wrinkling, buckling, matting, crushing, traffic patterns, pooling or any change in appearance or pile retention. These are not manufacturing defects, but are maintenance related issues. Snags and pulling of loops in carpet are not considered a defect and are not covered in this warranty.

*See “General Terms, Limitations and Warranty Exclusions” for a full list of exclusions.*

## **TEXTURE RETENTION WARRANTY**

Carpet DIY warrants the carpet purchased, if installed and properly maintained, will not show abnormal changes in appearance from foot traffic and normal use as a result of yarn tufts losing twist within the specified warranty period. There are limitations to this warranty that can be found under the “General Terms and Warranty Exclusions” section of this brochure.

### ***Exclusions:***

The Texture Retention Warranty excludes footprints, wrinkling, buckling, matting, crushing, pooling or any change in appearance or pile retention. These are not manufacturing defects, but are maintenance related issues. Snags and pulling of loops in carpet are not considered a defect and are not covered in this warranty.

*See “General Terms, Limitations and Warranty Exclusions” for a full list of exclusions.*

## **MANUFACTURING DEFECTS WARRANTY**

Carpet DIY warrants the carpet purchased will be free from any defects in the materials or workmanship within the specified warranty period. There are limitations to this warranty that can be found under the “General Terms and Warranty Exclusions” section of this brochure.

### ***Exclusions:***

The Manufacturing Defect Warranty excludes wrinkling, buckling, matting, crushing, pooling or any change in appearance or pile retention. These are not manufacturing defects, but are maintenance related issues. Improperly installed carpets are not covered by this warranty. Carpets that are not maintained properly are not covered in this warranty. Snags and pulling of loops in carpet are not considered a defect and are not covered in this warranty.

## **ONE YEAR LIMITED WARRANTY**

Carpet DIY warrants the carpet purchased will have a one year warranty against manufacturing related visual defects. All visual defects must be brought to the attention of Carpet DIY within one calendar year of purchase. This warranty is non-transferable and extends only to the original purchaser.

### ***Exclusions:***

The Manufacturing Defect Warranty excludes wrinkling, buckling, matting, crushing, pooling or any change in appearance or pile retention. These are not manufacturing defects, but are maintenance related issues. Improperly installed carpets are not covered by this warranty. Carpets that are not maintained properly are not covered in this warranty. Snags and pulling of loops in carpet are not considered a defect and are not covered in this warranty.

*See “General Terms, Limitations and Warranty Exclusions” for a full list of exclusions.*

# GENERAL TERMS, LIMITATIONS AND WARRANTY EXCLUSIONS

Carpet DIY warranties apply to carpet installed in owner occupied, single family, residential housing. Carpets cannot be uninstalled and reinstalled as this will void the warranty. Except in the case of LCT (Luxury Carpet Tile)

Commercial installations will void all warranties. Carpet DIY warranties cover first quality material only. Carpets sold as seconds, used, mill ends and, or irregulars are void of all warranty coverage. Warranties are extended only to the original purchaser and are not transferable unless otherwise stated.

- Carpet DIY warranties do not cover fuzzing and, or shedding, pooling, watermarking, crushing, matting, traffic patterns, footprints, vacuum marks, pet damage, acts of nature, certain stains, installer errors or general maintenance related issues.
- Carpet DIY broadloom carpet is not considered narrow if it has a width of 11' 10".
- LCT (Luxury Carpet Tiles) have a tolerance of 1/8" on the width and 1/4" on the length.
- The BOW and SKEW tolerance on Carpet DIY Carpet is 1 1/2" in 12'.

Abrasive wear means fiber loss from the carpet through abrasion resulting from normal foot traffic. Abrasive wear is fiber pile loss of 10% or greater. **The Abrasive Wear Limited Warranty** is in effect only if the carpet has been installed in accordance meeting standards detailed in this brochure, and has been properly maintained according to the guidelines listed in the "Caring for Your Carpet" section of this brochure.

**The Fade Resistance Limited Warranty** excludes will use the AATCC Gray Scale for standardized comparisons of color differences (American Association of Textile Chemist and Colorists) to measure the level of any color change.

**The Stain Resistance Limited Warranty** does not include general soiling or stains from aggressive dyes. Example of other stains that are not covered under the warranty include, but are not limited, to shoe polish, cosmetics, paint, acids, bleaches, acne medication, drain cleaners, plant foods, candles, carpet deodorizers, air fresheners, disinfectants, animal foods, urine, fecal matter, vomit, blood, body fluids and any matter that contains natural dyes and, or the ability to remove color.

**The Stain Resistance Limited Warranty** is in effect only if the carpet has been installed in accordance meeting standards detailed in this brochure, and has been properly maintained according to the guidelines listed in the "Caring for Your Carpet" section of this brochure. Any exceptions must be approved by Carpet DIY.

# PRORATION OF CARPET DIY WARRANTIES

The following is a prorated chart that applies to all Carpet DIY warranties.

LIFETIME WARRANTY			
1st year	100%	11th year	80%
2nd year	100%	12th year	70%
3rd year	100%	13th year	60%
4th year	100%	14th year	50%
5th year	100%	15th year	40%
6th year	100%	16th year	30%
7th year	100%	17th year	25%
8th year	90%	18th year	20%
9th year	90%	19th year	15%
10th year	90%	20th year	10%
20 YEAR WARRANTY			
1st year	100%	11th year	80%
2nd year	100%	12th year	70%
3rd year	100%	13th year	60%
4th year	100%	14th year	50%
5th year	100%	15th year	40%
6th year	100%	16th year	30%
7th year	100%	17th year	25%
8th year	90%	18th year	20%
9th year	90%	19th year	15%
10th year	90%	20th year	10%
15 YEAR WARRANTY			
1st year	100%	9th year	90%
2nd year	100%	10th year	90%
3rd year	100%	11th year	80%
4th year	100%	12th year	60%
5th year	100%	13th year	40%
6th year	100%	14th year	20%
7th year	100%	15th year	10%
8th year	100%		
10 YEAR WARRANTY			
1st year	100%	6th year	90%
2nd year	100%	7th year	80%
3rd year	100%	8th year	70%
4th year	100%	9th year	60%
5th year	100%	10th year	50%
5 YEAR WARRANTY			
1st year	100%	4th year	100%
2nd year	100%	5th year	100%
3rd year	100%		



# LIMITATIONS FOR ALL CARPET DIY CARPET

## **IMPROPER INSTALLATION**

Carpet DIY is not responsible for damages to carpet caused by improper installation. To be eligible for Carpet DIY Warranties, all carpet must be installed according to the CarpetDIY installation instructions.

## **IMPROPER MAINTENANCE AND INADEQUATE CARE**

Carpet DIY carpet warranties do not cover damage and carpet failure caused by improper maintenance and inadequate care, which could void all or part of the warranty. Please follow the recommendations outlined in the "Caring for Your Carpet" section of this brochure.

## **ACCIDENTS, ABUSE, OR ABNORMAL WEAR**

Carpet DIY carpet warranties do not cover damage resulting from accidents, abuse, abnormal wear and/or acts of nature. Examples include, but are not limited to, fire, tears, pulls, snags, water damage, burns, melted areas, vacuum cleaner damage, medical equipment, wheelchairs, walkers, exercise equipment and pet damage. Damage caused by staining and soiling is also excluded except on products labeled by Carpet DIY with a Soil or Stain Resistance Warranty.

## **INDOOR PETS**

Carpet DIY carpet warranties do not cover damage and carpet failure caused by pets and/or animals. Pets can chew, claw and tear your carpet. Pet accidents can cause excessive staining, delamination and odor issues, and are not covered under any warranty.

## **CARPET ON STAIRS, IN BATHROOMS, IN KITCHENS OR OUTDOORS**

Carpets installed on stairs, in bathrooms and in kitchens are not covered under any warranty offered by Carpet DIY. Areas included in this exclusion are stairs, stair landings, bathrooms, kitchens, utility rooms, outdoor areas or any area subject to other than ordinary foot traffic and use.

## **PAD FAILURE**

Carpet DIY carpet warranties do not cover damages and/or defects caused by carpet pad or cushion failure or carpets installed over new or existing pad not approved by CarpetDIY.

## **MOISTURE PROBLEM**

Carpet DIY carpet warranties do not cover damage or defects caused by wetting, flooding, leaks, humidity or presence of moisture.

## **ALLERGIES AND ASTHMA**

Scientific evidence does not show a link between allergies and carpet. See [www.carpet-rug.org](http://www.carpet-rug.org) for data. It is the consumers' responsibility to know what fibers and materials they are allergic to. Allergy and/or asthma related issues are not covered by a Carpet DIY warranty.

## **CHANGES IN CARPET COLOR**

Carpet DIY carpet warranties do not cover changes in carpet resulting from external causes, such as fading due to sunlight, ozone, pooling/watermarking or spills of household chemicals and other non-food and non-beverage substances. This

limitation may not apply on products specified by Carpet DIY carpet labeled with a Stain and, or Fade Warranty.

## **DIFFERENCES FROM SAMPLE**

Carpet DIY carpet warranties do not cover minor and normal differences in color or texture between the samples used to make the selection and the actual product received. Carpet colors can have a color variance up to 10%. Difference in backing size does not warrant a claim. Backing size has no influence on the carpet and is used only for installation purposes.

## **REPLACEMENT OF DISCONTINUED CARPET**

In the event that a Carpet DIY carpet has been discontinued and replacement of the product is deemed necessary under the terms of a Carpet DIY carpet warranty, Carpet DIY will replace the carpet with one of comparable quality.

## **GEOGRAPHIC LOCALE**

These warranties are valid only in the United States and Canada.

## **INCIDENTAL OR CONSEQUENTIAL DAMAGES**

Carpet DIY excludes and refuses to pay incidental or consequential damages under these warranties. These damages would include, but are not limited to, any loss, expense or damage other than to the carpet itself that may be the result of a defect in the carpet. Some states do not allow the limitation and exclusion of incidental or consequential damages, so these limitations may not apply. All charges, fees and claims should be submitted to the Carpet DIY Claim Department for review.

# LIMITATIONS FOR ALL CARPET DIY CARPET

*continued*

The warranties offered by Carpet DIY give specific legal rights, and may have other rights, which may or may not vary from state to state.

## **CARPET DIY LIMITED LIABILITY**

Carpet DIY's liability under the limited warranties will be limited to the actual cost of the carpet or cost of repair or replacement of the affected area of the carpet extending to the nearest structure (i.e. wall, door or separation).

Carpet DIY reserves the right to correct any defect prior to the carpet being replaced and, or removed. If a replacement is needed, Carpet DIY will arrange credit to the installing flooring subcontractor as a percentage of the replacement cost of new carpet according to the terms defined under the warranty coverage. Carpet DIY reserves the right to repair, replace or refund depending on what Carpet DIY considers complies with the terms of a specified warranty.

## **DISCLAIMER OF IMPLIED WARRANTIES**

There are no implied warranties associated with carpets manufactured by Carpet DIY. This includes warranties of merchant ability and fitness for a designated purpose. Nothing goes beyond the expressed terms of coverage established by Carpet DIY. Implied warranties are warranties which the law presumes have been given by the seller even though there are no warranties in writing outlining such warranties. Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply.

## **HOMEOWNERS RESPONSIBILITIES AND OBLIGATIONS UNDER CARPET DIY WARRANTIES**

To keep your new Carpet DIY carpet performing and looking acceptable, homeowners must do the following to maintain and protect the validity of the Carpet DIY carpet warranties:

Homeowner must maintain a record of the carpet style(s) purchased, the date of purchase, all applicable invoice(s) and all warranties that apply to that particular carpet(s).

## HOW DO I FILE A CLAIM?

If you believe your carpet has an issue that requires the filing of a claim, please see the retailer or website from whom you purchased the carpet. All claims must be addressed through the retailer and/or website and all communications will be through them. You may be asked to provide physical evidence, visual evidence, or allow a certified representative to perform an inspection, cleaning and, or repair in your residence. Carpet DIY reserves the right to inspect, repair and, or maintain a warranted carpet before offering a replacement. Carpet DIY requires that your carpet be routinely cleaned and maintained in order to keep your Carpet DIY warranties valid. Regular maintenance and care will help the carpet maintain its appearance over time. The recommendations in this section are in accordance with guidelines required to maintain the coverage of the limited warranties, and will help prolong the life of the carpet.

# CARING FOR YOUR CARPET

## PREVENTATIVE MAINTENANCE

1. Place mats and runners at all entrances of the home and on any uncarpeted areas that are adjacent to the carpet. Mats and runners should be vacuumed and cleaned on a regular schedule. Place protective mats under office chairs around desks and computer areas.
2. Furniture coasters must be used on all furniture fixtures. Furniture with wheels must have coasters under their wheels to keep them from damaging the carpet. Always put a barrier between anything with wheels and the surface of the carpet when moving these items across the carpet.
3. Always close blinds, curtains, and drapes during hours of direct sunlight.
4. Never use bleaches, tile cleaners, dyes, mildew removers, oven cleaners, acids, drain openers, oils and lubricants or plant foods on or near your carpet. Always use extreme care when carrying items that can discolor or destroy the carpet fibers.

See "General Terms, Limitations and Warranty Exclusions" for a full list of exclusions.

## VACUUM REGULARLY

1. Heavily soiled areas can become damaged if the carpet is not vacuumed on a routine basis. Regular vacuuming can prolong the life of your carpet and will enhance the overall appearance.
2. All carpets need to be vacuumed a minimum of twice per week. If the residence has more traffic, occupants and/or animals than normal, it should be vacuumed daily.
3. Use a vacuum with a rotating brush on standard cut pile carpets. Carpets with high piles, loops and cut loop carpet should be vacuumed with suction only. Carpets with loops may fuzz or pull free if a rotating brush is used.
4. Select a vacuum with the following options:
  - Adjustable Heights – Use the highest appropriate setting.
  - Adjustable Motor Speed – Use low to medium setting where appropriate.
  - Large Wheels – Easy control of vacuum and ability to glide easily across surface of carpet is important.
  - Beater Bar / Brush Control – Ability to turn beater bar or brush motor On/Off. This will allow you to use suction only when vacuuming loop carpets.

## STAIN REMOVAL

1. Always treat a stain as soon as it is discovered. The longer a stain is allowed to rest, the more difficult it becomes to remove it.
2. Always scrape food spills gently from the surface of the carpet with a spoon or dull knife. Never rub the food or press it down into the carpet.
3. Work from the outer edge of the stain towards the center to avoid the stain from spreading. Blot and pat gently, never rub or scrub; this may distort the carpet fibers. Always use a white cloth towel when working with stains.

4. When using a mild detergent, use a clear, non-bleach laundry detergent. Do not use colored or cloudy detergents; they can leave a sticky residue that will cause severe soiling. Use only ¼ teaspoon of detergent to 32 ounces of water. Follow detergent's cleaning with clear water rinsing. Repeat this step until all the detergent's residue is removed, and then blot dry as much as possible.
5. In most cases, a stain can be removed by using warm water on the affected area and blotting dry with a towel. It may take several minutes, but water is the best solvent when working with most stains and soiling issues.
6. If the stain is large or has been sitting for a long period of time, please contact a certified carpet cleaning professional. Any stains caused by a natural dye (i.e. wines, fruits, plants, etc.) require the homeowner to contact a professional carpet cleaner immediately.

## CLEANING RECOMMENDATIONS

1. Regular vacuuming and maintenance will only remove a portion of the soil particles that are in the carpet. Foot traffic and other items cause some residue to become trapped deep in the carpet fibers.
2. LCT (Luxury Carpet Tile) may be machine washed up to 3 times. Use a mild detergent on the delicate cycle allow to air dry.
3. High traffic areas and entrances to the home will collect dirt and show signs of soiling faster than other areas. These areas include doorways, traffic lanes, areas in front of chairs, beds and televisions. Areas around your home's central heat and air returns units may show signs of soiling faster than other areas as well. Use walk-off mats in all entrance areas and flooring transition areas.
4. Fuzzing and shedding is a natural characteristic of some fiber types. Vacuuming three to five times a week will also help remove the excess fibers and reduce the amount of shedding.

# WHAT IS NORMAL AND ACCEPTABLE WITH A NEW CARPET? WHAT IS NOT?

1. Footprints and vacuum cleaner tracks will show on cut-pile carpets and some loop products. These "traffic marks" are not covered in any warranty and are considered normal.
2. Over time, carpets in traffic areas may look different than the surrounding area. This is normal. As carpet receives traffic, the piles of the carpet reflect light differently. This reflection may cause the carpet to look darker than the surrounding area. High traffic areas gather soil faster than non-traffic areas and can lead to a carpet looking darker or "worn". Regular maintenance and walk-off mats can help reduce the effects of traffic on a carpet.
3. Odor: All new carpets have a "new carpet smell". Odor and smell are not covered by a Carpet DIY warranty.
4. All carpets must be inspected and measured before installing. Failure to do so releases Carpet DIY from any shortage or damage claims.
5. It is not possible for insects to populate a roll of carpet or box of LCT. Insects need food and water and neither are found in uninstalled carpeting. All insect claims will be denied.
6. Carpet is a textile that must be cleaned. Negative performance due to the lack of regular care and maintenance will not be covered.

