

# **ANSO® NYLON FIBER WARRANTY LIMITED WARRANTY PROGRAM**

---

## **ANSO® NYLON FIBER RESIDENTIAL WARRANTY PROGRAM**

This document details of coverage and limitations for the following warranties for carpets made of Anso® Nylon Fiber.

- Limited Lifetime Residential Stain Warranty
- Limited Lifetime Residential Pet Stain Warranty
- Limited Lifetime Residential Soil Warranty
- Limited 20-year Residential Texture Retention Warranty
- Limited 20-year Residential Abrasive Wear Warranty
- Limited 20-year Residential Quality Assurance Warranty
- Limited 20-year Residential SoftBac Platinum Warranty

The following details the Residential Limited Warranties issued by Shaw Industries, INC ("Shaw") for all Anso nylon residential carpets, including Caress by Shaw Floors styles featuring Anso Caress nylon. These warranties apply to purchases of Anso nylon carpet made on or after January 1, 2010.

### **WHO IS COVERED?**

These warranties protect you, the original purchaser, if you have purchased a Shaw carpet made from Anso nylon for your own residential use in an owner-occupied residence. These warranties are transferable providing both parties can supply proof of purchase and proof of proper maintenance.

### **WHAT DOES THIS RESIDENTIAL LIMITED WARRANTY COVER?**

Subject to Shaw's General Warranty Terms and Conditions, the following outlines the warranty coverage of your Anso Nylon Residential Limited Warranties. All Anso nylon warranties are non prorated and include reasonable labor for installation.

#### **LIMITED LIFETIME RESIDENTIAL STAIN WARRANTY**

Shaw warrants that your Anso nylon carpet will remain stain resistant to most household food and beverage substances from the date of the original installation in an owner-occupied residence in a proper indoor installation for as long as you own your carpet. Anso nylon carpets are treated with Shaw's R2X® Stain and Soil Resistance for enhanced protection. This warranty coverage runs from the date your carpet is installed and for as long as you own it.

#### **EXCLUSIONS**

This Limited Lifetime Stain Warranty specifically excludes stains from substances such as bleaches, caustic chemicals, insecticides, paints, shoe polish, lipstick, plant food, iodine, very strong dyes, acids, feces, oil-based substances, and vomit.

#### **LIMITED LIFETIME RESIDENTIAL PET STAIN WARRANTY**

For purchases made as of January 1, 2019, Shaw warrants that nylon carpets constructed with Anso® Nylon Fiber, featuring R2X®, will resist staining caused by pet urine, feces, and vomit. Stain resistance means the ability of your carpet pile to resist (i.e., minimize or withstand) permanent stains.

Wicking may occur requiring mentioned stains are saturated and result in wicking, these stains will release with additional re-cleaning. Wicking is defined as a reappearance of previously cleaned stains due to liquid remaining in the carpet backing or padding. Cleaning of the affected area should begin immediately upon discovery. The more time that elapses before

removal, the more difficult a stain will be to remove.  
For reference purposes only if printed or downloaded.

**PLEASE NOTE: NO CARPET IS ABSOLUTELY STAIN PROOF.** While your Shaw carpet is inherently stain resistant, some staining may still occur, especially over time and in high-traffic areas. These carpets will enhance your ability to clean up stains, not prevent stains. Depending on the type of substance causing the stain, removal may require Sequential repeated cleanings, and some stains may not be removable. Shaw may, at its sole option, elect to have the affected area of the carpet cleaned professionally.

### **LIMITED LIFETIME RESIDENTIAL SOIL WARRANTY**

Shaw warrants that Anso nylon carpets will resist soiling by most common household soil. If you properly maintain your carpet, soil will clean up more thoroughly, and less residue will remain on your carpet. This warranty coverage run from the date your carpet is installed for as long as you own it.

Soil resistance means the ability of your carpet to resist (i.e. minimize or withstand) retention of the common dry dirt normally associated with carpet. Keep in mind, light colored carpets will show soiling more than darker colors and will require more frequent maintenance to retain their appearance.

### **LIMITED 20-YEAR RESIDENTIAL TEXTURE RETENTION WARRANTY**

Shaw warrants that his carpet will not exhibit significant twist loss or loss of texture from foot traffic for a period of twenty (20) years when used in a owner-occupied residence in a proper indoor installation. Proper installation requires use of a suitable pad meeting FHA/HUD requirements, following the current Carpet and & Rug Institute installation Residential standard CRI-105. Consult your retailer for details.

### **EXCLUSIONS**

Carpet installed outdoors or in areas subject to other than ordinary shoe traffic is excluded from this warranty. Crushing caused by furniture, including impressions left by legs of furniture, is not covered by this warranty. Anso Caress by Shaw Floors carpet installed on stairs is excluded from this warranty.

The texture of any carpet will change to some degree in heavy traffic areas. Such conditions constitute normal wear and tear and are not covered by this warranty, which is intended to protect you from excessive appearance change.

### **LIMITED 20-YEAR RESIDENTIAL ABRASIVE WEAR WARRANTY**

Shaw warrants that the surface pile of your Anso nylon carpet will not abrasively wear away by more than 10% in any area of the carpet for a period of twenty (20) years when used in a owner-occupied residence in a proper indoor installation. Abrasive wear means fiber loss and not having changes in appearance such as matting or crushing. Proper installation requires use of a suitable pad meeting FHA/HUD requirements, following the current Carpet and & Rug Institute installation Residential standard CRI-105. Consult your retailer for details.

### **EXCLUSIONS**

Carpet installed outdoors or in areas subject to other than ordinary shoe traffic is excluded from this warranty. Crushing caused by furniture, including impressions left by legs of furniture, is not covered by this warranty. Anso Caress by Shaw Floors carpet installed on stairs is excluded from this warranty.

### **LIMITED 20 YEAR RESIDENTIAL QUALITY ASSURANCE WARRANTY**

This warranty covers manufacturing defects that could occur in any Shaw Anso nylon carpet for a period of twenty (20) years when used in an owner-occupied residence in a proper indoor installation. By manufacturing defect we mean any defect in material or workmanship.

Carpet must be correctly installed in a proper indoor installation using a pad that meets FHA/HUD requirements, following the current Carpet and & Rug Institute installation Residential standard CRI-105. Consult your retailer for details.

## **EXCLUSIONS**

Matting and crushing, or any change in appearance retention, are not manufacturing defects and are excluded from this warranty. For the purpose of this warranty, matting is defined as the physical entanglement of the fibers on the surface of the carpet. Crushing is defined as the loss of pile thickness due to foot traffic. Crushing caused by furniture, including impressions left by legs of furniture, is not covered by this warranty.

Shaw will not provide credit for labor charges for appearance- related manufacturing defects that should have been detected before or during installation, such as missing tufts, dye spots, tears, loose backing, etc.

## **LIMITED 20-YEAR RESIDENTIAL SOFTBAC® PLATINUM WARRANTY**

Shaw warrants that your SoftBac® Platinum carpet will remain free of wrinkles after installation for a period of twenty (20) years. Carpet must be correctly installed in a proper indoor installation using a pad that meets FHA/HUD requirements, following the current Carpet and Rug Institute installation Residential standardCRI-105. Consult your retailer for details.

## **WHAT SHAW WILL DO:**

Should a defect covered under this warranty be found, the affected area will be repaired to conform to the warranty. If repair is not commercially practical, Shaw may, at its sole option, replace the affected carpet or refund the proportional purchase price for the affected area. Shaw will pay the reasonable costs for freight and labor. Any costs incurred for the moving of equipment, furnishings, partitions and the like, that were installed over the Shaw product will be at the consumer's expense.

## **WHAT CONDITIONS APPLY?**

The carpet must be installed in accordance with Shaw installation guidelines and specifications. The carpet must be maintained in accordance with Shaw maintenance (carpet care) recommendations and such maintenance (carpet care) continues throughout the duration of the original installation. Installation guidelines and specifications along with carpet care recommendations can be obtained from your dealer or at our website. For additional contact information, please see the bottom of this page.

This Warranty is further limited to the period of time the carpet is owned and maintained by the original end-use purchaser. The basis of any warranty related claim is the original Shaw invoice or authorized Shaw dealer invoice.

This warranty does not cover the following:

- Carpet installed on stairs or in areas subject to abnormal foot-traffic.
- Damage from flooding or excessive moisture from existing moisture issues or alkalinity related issues.
- Burns, cuts, fading, matting, pills, pulls, odor, soiling, staining, tears or damage due to improper installation or due to improper cleaning agents or methods.

For best results, ambient temperatures should remain above 50°F and the ambient humidity should not fall below 40%RH.

## **HOW TO FILE A CLAIM**

If you think that there is a defect in your flooring that is covered by this Shaw warranty, you must notify the Shaw retailer who sold you the flooring. Your retailer will be able to file the claim with Shaw for you. If you are unable to contact your retailer or do not receive satisfaction, write:

**Shaw Industries  
Financial Services  
P.O. Box 2128  
Mail Drop 026-04  
Dalton, GA 30722-0040**

**[www.shawnow.com](http://www.shawnow.com)**

Be sure to include a full description of the problem, photos if available, proof of purchase showing the price paid for the flooring excluding pad and labor.

The Shaw Information Center provides information about proper installation and maintenance of your Shaw flooring. If you have other questions, please feel free to write or call us.

**How to contact the Shaw Information Center**

**1.800.441.7429** or  
**[www.shawfloors.com/customer-care/contact-us](http://www.shawfloors.com/customer-care/contact-us)**

**Implied warranties**

**Please note - The warranty is not transferable. It extends only to the original end-use purchaser. Shaw does not grant to any person or entity the authority to create for it any obligation or liability in connection with this product. Shaw 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.**