SHAW 5 YEAR LIMITED RESIDENTIAL BROADLOOM CARPET WARRANTY STANDARD

The following details the Residential Limited Warranty issued by Shaw Industries, Inc. ("Shaw") for all residential carpets. This warranty applies to purchases of Shaw residential carpet made on or after January 1, 2023.

WHO IS COVERED?

This warranty protects you, the original purchaser if you have purchased Shaw carpet for your own residential use in an owner-occupied residence. This warranty is non-transferable.

WHAT THIS RESIDENTIAL LIMITED WARRANTY COVERS?

Subject to the conditions and exclusions below, the following outlines the warranty coverage of your Residential Limited Warranty. This prorated warranty includes reasonable labor for installation for one (1) year after the date of purchase. If a defect covered under this limited warranty should occur, see below under "What Shaw Will Do."

- **5 Years Quality Assurance** - Will be free of material or workmanship defects.

Your Shaw Residential carpet must not have been improperly installed, abused, or damaged. Installation must be in an owner-occupied residence; commercial use is excluded. Claims must be personally inspected by a Shaw Residential dealer. Prior to replacement, a claim report must be completed and submitted to Shaw Residential. Claims under this guarantee will not be considered for carpet sold as second quality, irregular, used, or mill end.

WHAT CONDITIONS APPLY?

- Installation must be in a residential setting; commercial use is excluded.
- Indoor installations only.
- Carpet must be correctly installed in a proper indoor installation following the *Carpet & Rug Institute Residential Installation Standard* ***CRI-105,*** using a suitable pad that meets FHA/HUD requirements. (Note: Shaw Residential recommends a pad with a maximum thickness of 1/2" for optimum performance.) Consult your retailer for details.
- Shaw Residential 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.

What is not covered?

- Damage from flooding or excessive moisture from existing moisture.
- Damage from improper installation such as burns, cuts, fading, matting, pulls, odor, soiling, staining, or tears.
- Changes in carpet color or color fading resulting from external causes, such as fading due to sunlight, are not warrantied.
- 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.
- 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 loss of twist from the tips of the pile tufts and entanglement of the fibers. Crushing is defined as the loss of pile thickness due to foot traffic only. Crushing caused by furniture, including impressions left by legs of furniture, is not covered by this warranty
- Carpet which has been treated after installation with any silicone-based anti-soil treatments.
- Carpet in any nonresidential use.
- Minor and normal texture, feel or color differences between sample and actual carpet.
- Carpet installed on stairs is not covered.
- Stains are not covered by this warranty.
- Carpet subjected to abnormal abuse or abusive conditions and damage due to the application of improper cleaning agents. Failure to follow recommended carpet care and cleaning instructions described in Shaw's Care and Maintenance brochure could result in damage to your carpet that may not be covered by your warranty. The cleaning of the affected area should begin immediately upon discovery.

WHAT IF YOU NEED WARRANTY SERVICE?

The Shaw Consumer Concierge Team provides information about the proper installation and maintenance of your Shaw carpet. If you have other questions, please feel free to email ***AskShaw@shawinc.com*** or call ***844-742-7429***. Ask your Shaw retailer for any

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other warranty statement that may apply to your Shaw carpet when you make your purchase.

If you think that there is a defect in your carpet that is covered by this warranty, you must notify the Shaw retailer who sold you the carpet. Your retailer will be able to file a claim with Shaw for you. If you are unable to contact your retailer, do not receive satisfaction, or need more information regarding proper installation or this warranty, please contact ***Shaw at: Shaw Industries, Attn: Financial Services, P.O. Box 2128, Mail Drop 026-01, Dalton, GA 30722-2128.*** Be sure to include a full description of the problem, photos if available, and proof of purchase showing the price paid for the carpet excluding pad and labor.

WHAT SHAW WILL DO:

Should a defect covered under this warranty above be found, the affected area will be repaired to conform to the warranty. If Shaw determines repair is not commercially practical, Shaw may, at its sole option, replace the affected product or refund the proportional purchase price for the affected area. Shaw will pay the reasonable costs for freight and for labor if within one (1) year of the date of purchase where applicable. Any costs incurred for the moving of equipment, furnishings, partitions and the like, that were installed over the carpet, will be at your sole expense. Any moisture-related testing (i.e. Calcium Chloride, % Relative Humidity, and pH) is not the responsibility of Shaw and all issues related to moisture, including any product-related issues, are excluded from this warranty.

IMPLIED WARRANTIES: NO IMPLIED WARRANTIES, INCLUDING THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, EXTEND BEYOND THE TERM OF THIS WRITTEN SHAW WARRANTY. By implied warranties, we mean ones that the law presumes to have been given by the seller even though they aren't set out in writing.

PLEASE NOTE: Some states do not allow the exclusion or limitation of incidental or consequential damages, or limitations on how long an implied warranty lasts, so the above limitation or exclusion may not apply to you.

YOU HAVE LEGAL RIGHTS UNDER THIS WARRANTY. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state. Except for these rights, the remedies provided under this warranty states the limit of Shaw.

5 Year Proration Schedule
If your carpet does not perform according to the warranty, Shaw will offer a credit equal to the cost of the carpet material only in accordance with the following schedule:

Year	%
1	100%
2	80%
3	60%
4	40%
5	20%

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