



HT004 Willow - Deluxe Warranty

10-Year Limited Stain Resistance Warranty

Engineered Floors warrants that your carpet made with PureColor™ fiber will remain stain resistant to most household food and beverage substances including coffee, mustard, household bleach cleaners, benzoyl peroxide, and other water soluble, non-wax-oil based stains for the life of the carpet.

These warranties specifically exclude any carpet which has been treated after installation with any foreign agents, non-residential installations, abnormal abuse, and carpet exposed to hot substances or other abusive conditions that deteriorate the appearance of the pile fibers. This warranty is voided if you fail to follow recommended carpet care and routine maintenance of the product.

Exclusions

This warranty only covers carpet installed in accordance with the Carpet and Rug Institute guidelines established October 2009 in indoor residential installations. This warranty excludes carpets treated with materials not recommended by Engineered Floors, LLC. Carpets with applied patterns are excluded from this warranty.

10-Year Limited Soil Resistance Warranty

Engineered Floors warrants that PureColor™ fiber with SoilShield, when installed according to the Carpet and Rug Institute guidelines in indoor residential use, will resist soiling from most common household soil. Properly maintaining your carpet, soil will clean up more thoroughly and fewer residues will remain on the carpet. This warranty starts from the date of installation as long as owned by the original purchaser.

Soil resistance means that your carpet will resist retention of the common dry dirt normally associated with carpet soiling. Light colored carpets will show soiling more than darker colors over time and will require more frequent cleaning to maintain their appearance.

Exclusions

This warranty only covers carpet installed in accordance with the Carpet and Rug Institute guidelines established October 2009 in indoor residential installations. This warranty excludes carpets treated with materials not recommended by Engineered Floors, LLC. Carpets with applied patterns are excluded from this warranty.



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10-Year Limited Abrasive Wear Warranty

Engineered Floors warrants that the surface pile of your PureColor™ fiber will not abrasively wear away by more than 10% in any area of the carpet for a period of 10 years when the carpet is installed in compliance with the Carpet and Rug Institute Standards which went into effect in October 2009. Abrasive wear is defined as countable loss of pile fiber, 10% or greater resulting from normal foot traffic and is determined by pile weight comparison of the worn area of your carpet to non- trafficked areas, or testing using mechanical wear simulators.

Exclusions

Carpet that is installed outdoors or in areas that are subject to nonresidential ordinary foot traffic is excluded from this warranty. Also specifically excluded from this warranty is crushing caused by furniture and damage caused by tears, pulls, burns, wheel traffic or athletic equipment.

10-Year Limited Texture Retention Warranty

Engineered Floors warrants that your carpet made with PureColor™ fiber will not exhibit significant twist or loss of texture from foot traffic for the warranty period based on specific products and the implied years of texture retention.

Texture retention is the ability of carpet tufts to retain a normal amount of their visible size, shape, and orientation. This includes the ability of cut pile tufts not to lose twist excessively. Texture change associated with normal pile crush is a characteristic of all carpet and is not covered under this warranty. Please note that 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.

****Have your carpet professionally cleaned using deep cleaning extraction every 12-18 months by a CRI Seal of Approval professional. All warranties are voided if you fail to follow the recommended carpet care guidelines. All warranties will be voided if new suitable carpet pad is not installed with the new carpet. Using existing pad can affect the performance and wear of your new carpet and will void all warranties. All warranties are non-transferrable and apply to owner-occupied residences only.**

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