

## CUSHION LIFE OF THE CARPET RESIDENTIAL LIMITED WARRANTY

---

Shaw Industries, Inc ("Company") warrants the following Company's cushion products when used under carpet in the proper fit for use indoor applications.

- For St.Jude Products and Memory Plus

The warranty belongs to you, the original end-use purchaser. The warranty begins when you purchase the cushion and extends for the **Life of the Carpet**. The warranty is further limited to the period of time the product is owned and maintained by the original end-use purchaser for the original installation. The basis of any warranty-related claim is the original Company or authorized dealer invoice.

The product must be installed in accordance with the Company's installation guidelines and specifications. Installation and care guidelines are available through your dealer, the website, or from a service representative at the phone number below.

### WHAT THE WARRANTY COVERS

Under normal use during the warranty period, the Company warrants:

- **Manufacturing Defects** - This product will be free of defects and will comply with manufacturing specifications.

### WHAT CONDITIONS APPLY?

- For jobsite and floor preparation conditions, see product-specific installation guidelines.
- Any moisture-related testing (calcium chloride, relative humidity and pH) is not the responsibility of the Company and all issues related to moisture, including any carpet-related issues, are excluded from this warranty.
- Chair pads are recommended under roller caster chairs to inhibit premature wear of the surface of the carpet.
- Replacement product will come only from current running-line products comparable to the warranted product.

This warranty does not cover the following:

- Product installed on stairs or in areas subject to abnormal foot-traffic use (golf spikes, other spiked footwear, ski boots, and the like).
- Damage from flooding or excessive moisture from existing moisture or alkalinity-related issues.
- Burns, cuts, fading, matting, pills, pulls, odor, soiling, staining, tears or damage due to improper installation.

### WHAT IF YOU NEED WARRANTY SERVICES

You, the original purchaser, will contact your authorized dealer or Company sales representative for claim service. Please provide a valid proof of purchase and a detailed description of the issue, along with photographs showing the concern. Samples should be submitted for review/testing when available. The dealer or Company sales representative will file a claim via [www.ShawNow.com](http://www.ShawNow.com) and submit the information you provided. A Company claims representative will thoroughly evaluate your claim. If you have questions, you can contact Shaw Industries Financial Services, PO Box 2128, Dalton, GA 30722, 1-800-446-9332 option 2.

### WHAT WE WILL DO

If we find a defect covered under this warranty, we will repair the affected area to conform to the warranty. If repair is not commercially practical, the Company may, at its sole option, replace the affected product or refund the proportional purchase price for the affected area. The Company will pay the reasonable costs for product, freight and labor for the warranty period up to 15 years (if applicable). Any costs incurred for moving equipment, furnishings, partitions and the like that were installed over the Company's product will be at the customer's expense.

[ totalworx ]

groundworx

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

Tech Services 1-800-471-7429

