

## ◆ Warranty ◆

**Limited Wear Warranty****Limited Wear:**

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. Due to several processes involved in manufacturing, the actual face weight may reflect a variance of up to 7% from the store display and sample.

Limited wear warranty excludes:

- Damage caused by improper cleaning methods. For additional care and maintenance details for your carpet, please visit [www.carpet-rug.org](http://www.carpet-rug.org).
- Damage caused by inappropriate pad.
- Carpets installed in bathrooms, kitchens, garages, etc.

**Carpet Care & Maintenance:**

- To maintain the appearance of your new carpet, please use professional cleaning using a hot water extraction cleaning method, or a CRI certified deep cleaning extractor is required every 12 months for coverage of limited warranties.

**Terms for Warranty:**

All limited warranties only apply to carpet purchased from Chesapeake Flooring and installed in owner-occupied residences where no commercial activity takes place, including rental or day care. These warranties exclude carpet which has been subject to commercial use, abnormal use or conditions, any type of abuse, vandalism, or damage by smoke, fire, storm, flood, hurricane, wind, lightning or any natural disaster. Any repair or replacement under these limited warranties will be coordinated by Chesapeake Flooring and will be limited to the affected area only. To qualify for warranty coverage, all carpet purchased from Chesapeake Flooring must be installed over carpet pad for density (lb./ft.), thickness (in.), weight (oz./sq.yd.) and other physical characteristics which determine performance. These limited warranties are conditioned upon your compliance with recommended carpet care and cleaning procedures and are voided if those procedures are not followed. We reserve the right to limit quantities to the amount reasonable for our regular customers. All warranties are non-transferrable and apply to owner-occupied residences only. All rights reserved.

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### Limited Soil Warranty

#### Limited Soil:

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.

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.

This warranty specifically excludes any carpet which has been treated after installation with any foreign agents, non-residential installations, and abnormal abuse. This warranty is voided if you fail to follow recommended carpet care and routine maintenance of the product.

#### Carpet Care & Maintenance:

- To maintain the appearance of your new carpet, please use professional cleaning using a hot water extraction cleaning method, or a CRI certified deep cleaning extractor is required every 12 months for coverage of limited warranties.

#### Terms for Warranty:

All limited warranties only apply to carpet purchased from Chesapeake Flooring and installed in owner-occupied residences where no commercial activity takes place, including rental or day care. These warranties exclude carpet which has been subject to commercial use, abnormal use or conditions, any type of abuse, vandalism, or damage by smoke, fire, storm, flood, hurricane, wind, lightning or any natural disaster. Any repair or replacement under these limited warranties will be coordinated by Chesapeake Flooring and will be limited to the affected area only. To qualify for warranty coverage, all carpet purchased from Chesapeake Flooring must be installed over carpet pad for density (lb./ft.), thickness (in.), weight (oz./sq.yd.) and other physical characteristics which determine performance. These limited warranties are conditioned upon your compliance with recommended carpet care and cleaning procedures and are voided if those procedures are not followed. We reserve the right to limit quantities to the amount reasonable for our regular customers. All warranties are non-transferrable and apply to owner-occupied residences only. All rights reserved.

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### Limited Texture Retention Warranty

#### Limited Texture Retention:

Texture retention is the ability of carpet tufts to retain a normal amount of their visible size, shape, and orientation. 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 in heavy traffic areas. Such conditions constitute normal wear and tear and are not covered by this warranty. Chesapeake Flooring will coordinate replacement for the affected area only with identical carpet, or carpet of comparable value at time of replacement.

Limited Texture Retention warranty excludes:

- Carpets not installed over pad which meet standards.
- Carpets installed outdoors, in bathrooms, kitchens, garages, etc.
- Damage caused by pets (physical damage caused by clawing and scratching etc.)
- Stairs

#### Carpet Care & Maintenance:

- To maintain the appearance of your new carpet, please use professional cleaning using a hot water extraction cleaning method, or a CRI certified deep cleaning extractor is required every 12 months for coverage of limited warranties.

#### Terms for Warranty:

All limited warranties only apply to carpet purchased from Chesapeake Flooring and installed in owner-occupied residences where no commercial activity takes place, including rental or day care. These warranties exclude carpet which has been subject to commercial use, abnormal use or conditions, any type of abuse, vandalism, or damage by smoke, fire, storm, flood, hurricane, wind, lightning or any natural disaster. Any repair or replacement under these limited warranties will be coordinated by Chesapeake Flooring and will be limited to the affected area only. To qualify for warranty coverage, all carpet purchased from Chesapeake Flooring must be installed over carpet pad for density (lb./ft.), thickness (in.), weight (oz./sq.yd.) and other physical characteristics which determine performance. These limited warranties are conditioned upon your compliance with recommended carpet care and cleaning procedures and are voided if those procedures are not followed. We reserve the right to limit quantities to the amount reasonable for our regular customers. All warranties are non-transferrable and apply to owner-occupied residences only. All rights reserved.

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### Limited Manufacturing Warranty

#### Limited Manufacturing:

A manufacturing defect occurs *when there is an accidental error during either the design or production of a product, causing it to not work as intended*. All Chesapeake Flooring carpets are warranted for one (1) year from date of purchase against manufacturing defects. Labor costs will not be covered for carpet that has been cut or installed with visible manufacturing defects that should have been evident at the time of installation, such as, but not limited to bowing, skewing, texture and color variation, streaks, delamination, etc., and was not reported to Chesapeake Flooring prior to or during installation. We reserve the right to inspect for defective material claimed. Chesapeake Flooring will coordinate replacement for the affected area only with identical carpet, or carpet of comparable value at time of replacement.

Limited Manufacturing warranty excludes:

- Carpets not installed over pad which meet standards.
- Carpets installed outdoors, in bathrooms, kitchens, garages, etc.
- Damage caused by pets (physical damage caused by clawing and scratching etc.)
- Stairs

#### Carpet Care & Maintenance:

- To maintain the appearance of your new carpet, please use professional cleaning using a hot water extraction cleaning method, or a CRI certified deep cleaning extractor is required every 12 months for coverage of limited warranties.

#### Terms for Warranty:

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## ◆ Warranty ◆

### Limited Stain Warranty

#### Limited Stain:

During the warranty life, if a covered stain cannot be removed by professional cleaning, Chesapeake Flooring will coordinate replacement for the affected area only with identical carpet or carpet of comparable value. This warranty is limited to stains caused by most common foods and beverages.

The following stains are excluded from this warranty:

- Household substances including, but not limited to: cosmetics, bleaches, inks, etc.
- Foods and beverages that contain strongly colored dyes.
- Pet or human stains such as vomit, blood, urine, etc.
- Foot traffic deposits such as, but not limited to: grease, asphalt, tar, soot, cement.
- Color changes due to fading.

This warranty 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.

#### Carpet Care & Maintenance:

- To maintain the appearance of your new carpet, please use professional cleaning using a hot water extraction cleaning method, or a CRI certified deep cleaning extractor is required every 12 months for coverage of limited warranties.

#### Terms for Warranty:

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