

## **Milliken Residential - Carpet- Warranty**

### **10 Year Limited Wear Guarantee**

Milliken & Company guarantees that your new carpet will not wear more than 10 percent by abrasion within 10 years of installation. If this occurs, Milliken agrees to replace the Milliken carpet in the room that contains the affected area subject to the usage schedule set forth below. In the event that the identical carpet is not available, you may choose from a selection of carpet of comparable quality.

This warranty covers only abrasive wear. Abrasive wear is wear resulting in a loss of fibers from the pile surface of the carpet. This warranty applies to carpet used indoors for residential purposes excluding stairs.

Should it be necessary to replace the carpet, Milliken will not be responsible for the expense of removal of furniture, partitions, temporary walls, and the like which are located on, above, or around the carpet installation; this expense shall be borne by the buyer.

Damage caused by improper installation, pets, tears, cuts, pilling, shedding, matting, crushing, burns and improper maintenance or cleaning methods are not manufacturing defects and are excluded.

Milliken requires the original or other documentation of proof of warranty coverage. This warranty gives you specific legal rights. You may have other legal rights which vary from state to state.

Buyer's exclusive remedy for any and all losses or damages resulting from defective performance of this carpet shall be the repair or replacement of the carpet. The usage fee to be deducted from the defective carpet is determined based on the original purchase price of your carpet excluding labor and pad costs as follows:

**Usage Limitation**

Year 1 - 3	No usage fee
Year 4	20% usage fee
Year 5	30% usage fee
Year 6	40% usage free
Year 7	50% usage fee
Year 8	60 % usage fee
Year 9	70% usage fee
Year 10	80% usage fee

In no event shall Milliken & Company be liable for incidental or consequential damages, whether in contract, warranty, negligence, strict liability, or otherwise. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

**5 Year Stain Resistance Warranty**

Milliken warrants for a full five years after installation that the surface pile of Milliken WearOn® Nylon carpet treated with MilliGuard® will resist stains. Milliken will repair or replace, if repair cannot be made, any area of the carpet that does not perform as warranted.

While this carpet provides advanced resistance to stains, no carpet is stain proof. Stains by urine and feces, drain cleaners, plant food, acne medication, bleaches,

vomit, food with strongly colored material and dispensed dyes are excluded from this warranty.

This warranty is non-transferable from the original purchaser and only to carpet used for residential, indoor purposes at owner occupied locations. This warranty excludes stains from high traffic areas such as stairs.

### **10 Year Limited Manufacturing Defects Warranty**

Milliken warrants that your Milliken carpet will be free from manufacturing defects upon original installation. Prompt recording of claims for defects upon original installation is required.

Milliken also extends a 10-year guarantee against manufacturing defects from the carpet's original installation.

Milliken will repair or replace your defective carpet according to the schedule below with a product of the same quality and/or color or a product of comparable quality if the original product is not available. Milliken inspectors will determine the usage fee to be applied to the defective carpet based on the original purchase price of your carpet excluding labor and pad costs.

### **Usage Limitations**

Years 1 - 3	No usage fee
Year 4	20% usage fee
Year 5	30% usage fee
Year 6	40% usage free
Year 7	50% usage fee
Year 8	60 % usage fee

Year 9	70% usage fee
Year 10	80% usage fee

Such conditions as pulled loops, snags, shedding, pilling, fuzzing, matting, and/or crushing are not considered manufacturing defects. Proper maintenance of your carpet will minimize or eliminate the preceding conditions.

Milliken warrants, for the life of the carpet, that your Milliken carpet will not generate static greater than 5.0 kilovolts when the relative humidity is less than 20% and the temperature is 70° F (AATCC Test 134). Most people are unaffected by static of that degree. Milliken will repair or replace any area of the carpet that does not perform as warranted.

### **Padding Recommendations**

The pad that lies under your carpet can affect your carpet's performance. Proper cushion will maximize appearance retention and minimize wrinkling, buckling, matting and packing due to impact and shock of foot traffic.

### **Milliken recommends the following cushion requirements:**

Prime and bonded urethane:

Minimum density      6.5 lbs per cubic foot

Maximum thickness    7/16"

Needled Synthetic:

Minimum density      6.5 lbs per cubic foot

Maximum thickness    7/16"