Shaw CUSHION

TripleTouch®

Exclusive Carpet Cushion Program from Shaw

WARRANTY

Shaw TripleTouch® Limited Life of the Home Cushion Warranty

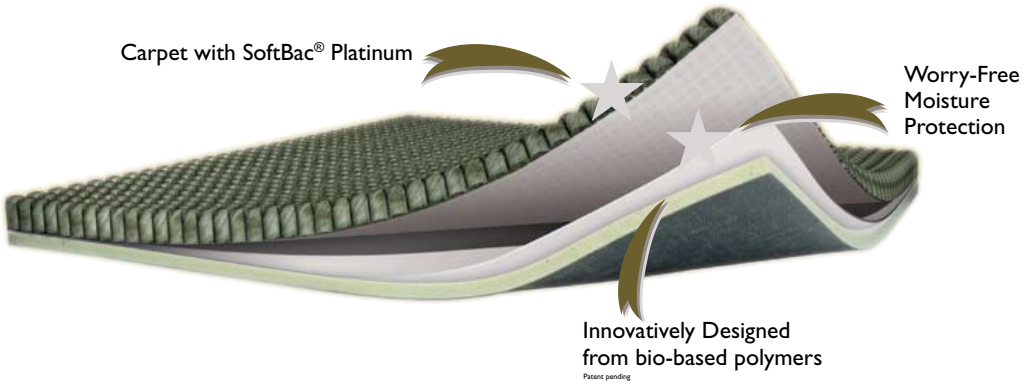
Who is covered
This warranty protects you, the original purchaser, if you have purchased a Shaw TripleTouch® cushion for your own residential use in an owner-occupied residence.

What is covered
Shaw warrants that your TripleTouch® cushion will not fail and will offer comfort and support for as long as you own and reside in your home. This warranty is extended only to the original purchaser and is not transferable.

What Shaw will do if your TripleTouch® cushion fails to perform
If your Shaw TripleTouch® cushion should break down and fail to offer support and comfort, Shaw will replace the cushion free of charge, excluding labor charges after the first two years.

Areas of exclusion
Your Life of the Home TripleTouch® warranty will become void if the cushion shows signs of improper handling or if it is ripped or torn.

Labor charges
During the first two years of coverage under these warranties, Shaw Industries, Inc., will arrange for a credit to your retailer for reasonable labor charges to repair or replace defective areas.



Homeowner Obligations/Care and Maintenance Recommendations

What you must do

In order to maintain and protect your coverage under the terms of these warranties, you must do the following:

1. Keep proof of purchase in the form of a bill, invoice, statement, or this completed warranty brochure from your Shaw retailer, showing the price you paid for the carpet and cushion, excluding labor.

2. Install your carpet according to the guidelines outlined in the Carpet and Rug Institute Installation Standard effective October 1, 2009.

Periodic cleaning

Periodic professional cleaning of the overall carpet is highly recommended. The frequency of overall cleaning may vary depending on the level and type of traffic and the conditions to which your carpet is exposed. This may range from as little as 6 months to 24 months between cleanings. Your carpet should be properly cleaned at least once every 24 months to maintain its appearance and useful life.

Shaw recommends only the hot water extraction cleaning method, utilizing carpet cleaning products, equipment and systems certified through the Carpet and Rug Institute's Seal of Approval Program. These products are listed at www.carpet-rug.org. **Warning: Non-approved cleaning products and topical treatments, applied by you or by professional carpet cleaner, may result in damage to your carpet that will not be covered by your warranty**.

Shaw recommends that professional service be performed by an IICRC certified firm. Locate a professional cleaner through the Institute of Inspection, Cleaning and Restoration Certification (IICRC) at 1-800-835-4624 or www.iicrc.org. Cleaning by other professional services may result in damage that will not be covered by your warranty.

Do-it-yourself systems

If you decide to rent a steam cleaning machine and do it yourself, remember recommended carpet cleaning equipment and cleaning products should have certification in the CRI Seal of Approval Programs.

Routine spot removal

Research has shown that many products sold for do-it-yourself spot removal clean poorly and their residues attract soil on the cleaned area rapidly afterward. The Carpet and Rug Institute's Seal of Approval program tests and certifies products that meet stringent standards and thus clean effectively, without damage to your carpet.

Limitations On Your Shaw Warranties

Non-transferability
Except for the Anso® nylon texture retention warranty, these Shaw warranties are extended only to the original purchaser and are not transferable.

First quality products
Warranties are not applicable to carpet cushion sold as second quality or used, or cushion sold at discontinued pricing or inventory sold as excess (discounted).

Improper installation
Improper installation can cause problems with your carpet. To ensure proper installation, your carpet should be installed in accordance with the Carpet and Rug Institute Installation Standard effective October 1, 2009. Consult your floor covering retailer for details. We are not responsible for any defects caused by improper installation. Examples are wrinkling due to insufficient stretch, loss of tufts due to improper seaming, and/or damage to the backing system.

Improper maintenance or inadequate care
Your carpet requires routine maintenance. Please follow the recommendations described in the Shaw "Carpet Care and Maintenance" booklet. We are not responsible for damage to your carpet or cushion caused by improper maintenance or inadequate care.

Accidents, abuse, or abnormal wear
Your Shaw warranties do not cover damage resulting from accidents or abuse such as staining, soiling, burning, flooding, cutting, and damage caused by pets. Staining from common household food and beverage substances is covered under the Shaw stain warranties.

Problems with moisture
Your Shaw warranties do not cover problems caused by wetting or the persistence of excessive moisture. For immediate assistance, contact a certified water damage restoration specialist. The Institute of Inspection, Cleaning and Restoration Certification (IICRC) maintains a registry of trained, certified specialists: call 1-800-835-4624.

Changes in carpet color
Your Shaw warranties do not cover changes in carpet color resulting from external causes, such as fading due to sunlight or spills of household chemicals and other non-food and non-beverage substances.

Differences from samples
Your Shaw warranties do not cover minor and normal differences between the color of the retail store sample and color of the actual carpet or cushion.

Replacement of discontinued carpet
If your carpet or cushion has been discontinued and replacement is necessary under the terms of your Shaw warranty, Shaw will offer a substitute carpet or cushion of comparable quality.

Geographic locale
These warranties apply only in the United States and Canada.

Consequential or incidental damages
WE EXCLUDE AND WILL NOT PAY CONSEQUENTIAL OR INCIDENTAL DAMAGES UNDER THESE WARRANTIES. By this we mean any loss, expense, or damage other than to the carpet itself that may result from a defect in the carpet.

Implied Warranties
NO IMPLIED WARRANTIES, INCLUDING WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, EXTEND BEYOND THE TERMS OF THE WRITTEN SHAW INDUSTRIES WARRANTIES. 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. These warranties give 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 these warranties state the limit of Shaw Industries' responsibilities.

How to Make a Claim

Shaw Warranty Service
If you think there is a defect in your carpet or cushion that is covered by one of the Shaw warranties, you must notify, in writing, the Shaw retailer who sold you the carpet or cushion. Include a copy of the invoice or receipt for the carpet and describe the problem as fully as possible. If you are unable to contact your retailer or do not receive satisfaction, write:

Shaw Industries
Financial Services
P.O. Box 40
Mail Drop 026-04
Dalton, GA 30722-0040

Other warranty service
If you have a claim against any other manufacturer who has an applicable warranty on a Shaw carpet, please contact them directly for information on filing a claim. Ask your Shaw retailer for any other warranty statement that may apply to your Shaw carpet when you make your purchase.

Let us help
The Shaw Information Center provides information about proper installation and maintenance of your Shaw carpet. Much of this information is included in this booklet. If you need additional information, call the Shaw Information Center at 1-800-441-7429.