

OLYMPIC SPLENDOR COLLECTION

WARRANTY | CARPET

Lifetime General Stain Warranty

Lifetime Pet Urine Stain Warranty

Lifetime Fade Resistance Warranty

Lifetime Anti-Static Warranty

5-Year Soil Warranty

5-Year Abrasive Wear Warranty

OWN WITH CONFIDENCE

Installed correctly and following proper care and maintenance, your carpet will stay looking newer and beautiful longer. The Olympic Splendor Collection carpet is warranted against staining, fading, soiling, abrasion and manufacturing defects.

STAIN RESISTANCE WARRANTY

This warrants that the surface pile of this carpet will resist stains by most household foods and beverages for the life of the carpet from the original date of installation. If permanent staining should occur that cannot be removed using recommended methods by a certified carpet-care professional, we will handle such claims as stated in the Limited Liability section of this warranty document.

What Is Not Covered

In addition to the warranty exclusions listed in this document, also specifically excluded from this warranty are damage or residual stains caused by non-food and non-beverage substances, in addition to foods and beverages that contain strongly colored natural disperse dyes as found, for example, in mustard, coffee, herbal tea, red wine, and hot beverages, as well as substances which destroy or change the color of carpets, such as bleaches, acne medications, drain cleaners, plant food, vomit, urine other than pet (domestic dog or cat) urine, and feces.

PET URINE STAIN WARRANTY

This warrants that the surface pile of this carpet will resist stains from pet (domestic dog or cat) urine for the life of the carpet from the original date of installation. If above-mentioned stains are saturated and result in wicking, these stains will release with additional recleaning. (Wicking is defined as a reappearance of previously cleaned stains due to liquid remaining in carpet backing or padding and will likely require repeated removal attempts to eliminate the source of the wicking – See stain removal recommendations in our carpet maintenance guide.) If permanent staining should occur that cannot be removed using recommended methods by a certified carpet-care professional, we will handle such claims as stated in the Limited Liability section of this warranty document.

What Is Not Covered

In addition to the warranty exclusions listed in the Exclusions section of this document, also specifically excluded from this warranty is damage or stains caused by any vomit or feces, or any urine other than pet (domestic dog and cat) urine. Pet urine can erode and destroy carpet backing, resulting in carpet delamination which is not covered under this warranty. This warranty applies to above-mentioned urine stains only and does not cover odors.

FADE RESISTANCE WARRANTY

This warrants that this carpet will not show a permanent color change due to exposure to sunlight greater than one unit as measured by the AATCC Gray Scale for standard comparison of the extent of color differences for a period of time specified from the original date of installation. If, within the warranty period, a color change due to atmospheric contaminants should exceed the AATCC Gray Scale criterion, we will handle such claims as stated in the Limited Liability section of this warranty document.

What Is Not Covered

The items listed in the Exclusions section of this document are excluded from this warranty.

ANTI-STATIC WARRANTY

This warrants that this carpet will not generate static greater than 5 kilovolts (using AATCC Test 134-79) for the life of the carpet from the original date of installation. If static greater than 5 kilovolts is generated, we will handle such claims as stated in the Limited Liability section of this warranty document.

What Is Not Covered

The items listed in the Exclusions section of this document are excluded from this warranty.

Contact your flooring retailer with questions or concerns regarding your flooring purchase.

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SOIL RESISTANCE LIMITED WARRANTY

This warrants that this carpet will not have a noticeable color change due to deposits of dry soil resulting from normal, indoor household foot traffic for the life of the carpet from the original date of installation. “Noticeable color change” is defined as a rating of less than 3 using standardized rating scales (Gray Scale American Association of Textile Chemists and Colorists Evaluation Procedure 1 or equivalent in the U.S.). If permanent noticeable color change should occur that cannot be removed using recommended methods by a certified carpet-care professional, we will handle such claims as stated in the Limited Liability section of this warranty booklet.

What Is Not Covered

In addition to the warranty exclusions listed in the Carpet Warranty and Carpet Characteristic Exclusions section of this brochure, also specifically excluded from this warranty are damage or color changes caused by grease, mud, asphalt, tar, paint, ink, rust, blood, cement, urine, feces, or vomit; or from materials that permanently destroy dyes or alter colors (such as bleaches, acne medications, drain cleaners and plant food); or changes in appearance or color due to burns, pets, tears, cuts, pulls, shading or pile reversal, fading, furniture depressions, or athletic equipment.

ABRASION RESISTANCE LIMITED WARRANTY

This warrants that the surface pile of this carpet will not sustain more than 10% abrasive wear for a period of time specified from the original date of installation. “Abrasive wear” means fiber-loss from the carpet through normal abrasion, not from crushing or flattening of the carpet pile in any area, or from staining, soiling, fading, or other changes in carpet appearance. If, within the warranted period, the pile weight of the carpet, when compared to non-traffic areas, loses more than 10% of its weight, we will handle such claims as stated in the Limited Liability section of this warranty brochure.

What Is Not Covered

In addition to the warranty exclusions listed in the Exclusions section of this brochure, also specifically excluded from this warranty is damage caused by tears, pulls, pilling, burns, furniture, wheel traffic, or athletic equipment.

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EXCLUSIONS

The following substances and abuses are excluded from the warranty. They are:

- Accidents, Abuse, or Abnormal Wear
- Carpet Installed on Stairs or in High-Traffic Areas, Bathrooms, or Kitchens
- Carpet Stains Resulting From Commercial Use
- Normal Carpet Wear or Routine Maintenance
- Crushing
- Fading, Color Changes, or Color Loss (from external causes such as sunlight, household chemical spills, or gradual fading from emissions)
- Filtration Soiling
- Footprints
- Improper Cleaning and Maintenance or Inadequate Care
- Improper Installation
- Inadequate Cushion
- Indentations (from heavy objects or furniture)
- Matting
- Odors
- Outdoor Installation
- Pad Failure
- Problems With Moisture (excessive wetting or moisture)
- Residences Other Than Owner-Occupied, Single-Family
- Shading
- Shedding
- Stain Appearance (wicking)
- Wrinkling or Buckling
- Yellowing

Other exclusions include but are not limited to:

Oil and wax-based substances	Paints	Plant Food	Acne medicines
Acids	Lipstick	Cement	Drain Cleaners
Tar	Mascara	Blood	
Grease	Dyes	Asphalt	
Shoe Polish	Mud	Tears	

LIFETIME WARRANTY PRORATION PERIOD

- Year 1 through year 7 - 100% Carpet
- Year 8 through year 10 - 90% Carpet
- Year 11 through year 20+ - 10% reduction per year to a minimum of 10%

WARRANTY SERVICE

If you are unhappy with your carpet and believe you have a warranty claim, contact the retailer where your carpet was purchased. You will need to provide your proof of purchase, a full description of your claim and receipt(s) for recommended professional cleaning by hot water extraction.

NOTE: Some states do not allow limitations on the duration of implied warranties, or the exclusion or limitation of incidental and consequential damages. Except for these rights, the remedies provided under the Rainier Collection limited warranties state and set forth the limit of the warranties.

Contact your flooring retailer with questions or concerns regarding your flooring purchase.

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LIMITED LIABILITY

This warranty document applies only to the original owner and the first installation of the product and is nontransferable, unless otherwise stated in the carpet warranty brochure. The “original owner” is either the party stated on the face of the proof of purchase document(s) or, if purchased by a contractor, then the original end-consumer. IT IS YOUR RESPONSIBILITY TO RETAIN YOUR PROOF OF PURCHASE. PRESENTATION OF SUCH PROOF OF PURCHASE IS REQUIRED FOR ANY WARRANTY CLAIM. WE MAY REJECT ANY CLAIM WITHOUT PROPER PROOF OF PURCHASE THAT INCLUDES THE DATE OF PURCHASE AND AMOUNTS PAID. IF PROFESSIONAL CLEANING IS REQUIRED AS PART OF A PARTICULAR WARRANTY, PROOF OF PROFESSIONAL CLEANING MAY BE REQUIRED FOR ANY WARRANTY CLAIM AS WELL. DETERMINATION OF WARRANTY COVERAGE TO A PARTICULAR CLAIM IS IN OUR SOLE DISCRETION.

Only hidden defects (those not reasonably visible before or during the installation of the product) are subject to this carpet warranty brochure. No warranty is offered nor is any obligation owed for defects or issues visible before or during installation. Please be sure to read this entire carpet warranty brochure, including the limitations contained herein and any care instructions referenced.

If a defect is found and confirmed to be within the scope of the warranty, we will, at its option and as its sole liability, repair or replace the impacted portion of the product at issue. If that particular product is unavailable or discontinued, we reserve the right to provide similar material that is currently being made. It may be necessary to engage a certified inspector to determine the cause of a particular defect. We will determine if such engagement is necessary. The conclusion of such an inspector shall be considered determinative and final.

To fulfill this warranty, we may arrange a credit to your retailer, dealer, or distributor equal to the replacement amount owed pursuant to this warranty. The credit applies only toward the purchase of new product. We have no obligation to offer cash or other compensation. Remedies may be subject to proration based on any proration schedule(s) included in this carpet warranty brochure. Please note that different applications may have different proration schedules and/or warranty durations.

Except expressly stated in this warranty brochure, no other form of compensation, beyond replacement of product subject to the terms of these limited warranties, is owed and is thereby disclaimed. The remedy contained herein is the sole and exclusive remedy for any and all product claims.

EXCEPT THOSE STATED IN THIS WARRANTY BROCHURE, WE MAKE NO OTHER WARRANTIES, EXPRESS OR IMPLIED. EXCEPT WHERE PROHIBITED BY LAW, ALL OTHER WARRANTIES — INCLUDING, BUT NOT LIMITED TO, IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE — ARE EXPRESSLY DISCLAIMED AND THEREBY EXCLUDED. NO WARRANTIES, EXPRESS, IMPLIED, STATUTORY, OR OTHERWISE, EXTEND BEYOND THOSE EXPRESSLY SET FORTH IN THIS WARRANTY BROCHURE. CONSEQUENTIAL, SPECIAL, AND INDIRECT DAMAGES ARE EXPRESSLY EXCLUDED AND ARE HEREBY DISCLAIMED.

To the extent allowed by law, our entire liability and the exclusive remedy is contained in this carpet warranty brochure. Our total and complete liability under these limited warranties is limited to the actual cost of repair or replacement of only the affected area of the product measured to the nearest wall, doorway, or entrance. We reserve the right to correct any defect prior to the carpet being removed, replaced, or any settlement being offered.