

LOCAL LEGENDS COLLECTION

WARRANTY | CARPET

Lifetime Abrasive Wear Limited Warranty
Lifetime Static Resistance Limited Warranty
Lifetime Delamination Limited Warranty
Lifetime Dimensional Stability Limited Warranty

Lifetime Edge Ravel/Zippering Resistance Limited Warranty
Lifetime Colorfastness to Light Limited Warranty
10 Year Colorfastness to Atmospheric Contaminants
10 Year Stain Resistance Limited Warranty

OWN WITH CONFIDENCE

Installed correctly and following proper care and maintenance, your carpet will stay looking newer and beautiful longer. The manufacturer guarantees the following for the carpet's normal useful lifespan or up to 10 years from the installation date (as specified), in accordance with the terms and conditions detailed below:

WEAR WARRANTY

Carpet will not wear more than 10% of its surface pile weight due to abrasive wear. "Abrasive wear" means fiber loss from the carpet as a result of normal abrasion, not from crushing, flattening of the carpet pile, staining, soiling, fading, or fiber loss due to abnormal usage or improper care. This warranty excludes damage caused by usage beyond what the carpet was designed for, including excessive wear from improper cleaning or abnormal traffic.

STATIC RESISTANCE WARRANTY

Carpet will resist static discharges exceeding 3.5 kV when tested under AATCC Test Method 134 (Step). This ensures that carpet will not cause harmful static electricity discharges in normal use conditions.

DELAMINATION WARRANTY

Carpet tiles will not delaminate. To ensure the carpet retains its appearance and performance, it is recommended that chair pads be used. Delamination refers to the separation of the carpet layers that can result from inadequate support or improper installation.

DIMENSIONAL STABILITY WARRANTY

Carpet tiles will not lose their dimensional stability, as tested according to ISO 2551 (AACHEN test). This ensures that carpet tiles do not warp, shrink, or expand unexpectedly during their use.

EDGE RAVEL/ZIPPERING WARRANTY

Carpet tiles and carpets will not experience edge ravel or zippering. This warranty ensures that the edges of the carpet tiles or rolled carpets do not degrade or unravel.

COLORFASTNESS TO LIGHT WARRANTY

Carpets will resist color change due to sunlight exposure, achieving a minimum rating of 4.0 on the AATCC Gray Scale for color change as measured in accordance with AATCC Method 16E.

COLORFASTNESS TO ATMOSPHERIC CONTAMINANTS WARRANTY

Carpets will resist color change due to atmospheric contaminants such as ozone and nitrous oxides. The carpet will not rate less than 3.0 on the AATCC Gray Scale for color change after testing according to AATCC 164 and AATCC 129.

STAIN RESISTANCE WARRANTY

Carpets will resist permanent stains caused by spills of conventional acid-based substances. To make a claim under this warranty, the owner must attempt to remove the stain within three (3) working days after the spill, using only the cleaning agents and methods recommended by the manufacturer. If the stain is not removed, the owner must notify the manufacturer immediately. The manufacturer will cover the attempted stain removal, and if the stain cannot be removed, they will replace the carpet in the affected area up to 100 times the size of the stain. If the stain is successfully removed, the owner will bear all associated stain removal costs. This warranty is not a cleaning contract.

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

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EXCLUSIONS

- **Damage:** Disfigurement or damage caused by abnormal use, including but not limited to, tears, burns, cuts, pulls, damage from athletic equipment (e.g., roller skates, ski boots, or golf shoes), or installation on stairs. It also excludes damage caused by improper cleaning agents, methods, neglect, floods, excessive moisture, or damage in transit.
- **General Soiling/Discoloration:** This warranty specifically excludes general soiling, discoloration, and changes in appearance due to pile distortion. It also excludes damage caused by substances or contaminants that degrade or destroy nylon yarn or alter the color of the carpet.
- **Fading:** Differential fading from exposure to light, shading, dye lot differences, or soiling is not covered by this warranty.
- **Pre-existing Conditions:** Any conditions that would have been visible upon inspection before installation are not covered. This includes any defects or damage that the owner should have noticed during installation.
- **Improper Use:** Any condition resulting from improper use, or from use for purposes other than those for which the product was designed, is not covered.
- **Moisture & Alkalinity Issues:** Issues related to moisture and alkalinity in the substrate (e.g., moisture from the earth below the slab, improper moisture barriers, or high pH levels in the substrate) are not covered by this warranty. The manufacturer is not responsible for moisture or pH testing.

OWNER'S OBLIGATION

1. **Notice of Claims:** The owner must notify the manufacturer of any claims under this warranty within a reasonable time after discovering the defect, and within the warranty period. Claims must be submitted in writing or via the manufacturer's website, using the provided claims department address.
2. **Inspection Access:** The owner must provide the original proof of purchase, any necessary carpet samples for testing, and access to the carpet for inspection by the manufacturer's representative. The carpet must be available for testing to determine whether the warranty requirements are met.
3. **Clearing Areas:** If the carpet is to be replaced or repaired under this warranty, the owner is responsible for clearing all furniture, equipment, and partitions from the areas where repair or replacement will take place.

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.