

CASHMERE & PASHMINA COLLECTION

WARRANTY | CARPET

Lifetime Stain Resistance
Lifetime Fade Resistance
Lifetime Pet Stains
25 Year Soil Resistance

25 Year Abrasive Wear
25 Year Texture Retention
25 Year Manufacturing Defects

STAIN RESISTANCE LIMITED WARRANTY

No one wants a permanent stain on their carpet. That is why all carpets are made to be extremely stain resistant. With proper care and prompt attention, these carpets will resist staining from a variety of common food and beverage spills, such as coffee, colas, ketchup, chocolate, and wine, as well as household bleach and cleaners. This warranty excludes abusive conditions (e.g., paint, stains/varnish, hair dye, and adhesives) or spills and accidents left unattended. Carpet must be cleaned and maintained according to the guidelines established by the Carpet and Rug Institute, available at www.carpet-rug.org.

PET RESISTANCE LIMITED WARRANTY

Carpets made with UltraSoft Solution Dyed PET® fiber are warranted not to be permanently stained from exposure to pet urine, vomit, or feces from domestic cats and dogs. This warranty applies to the physical appearance of the stain only and does not cover odor, as odors may linger below the carpet surface or in the padding if pet deposits are not extracted promptly. The carpet must be properly installed, used in a residential setting, and maintained in accordance with the care recommendations outlined in the warranty brochure. This warranty does not apply where pet stains are frequent or clearly not accidental. Terms and conditions apply.

FADE RESISTANCE LIMITED WARRANTY

Natural light enhances any space, but prolonged exposure to harsh sunlight-especially from southern exposures-can lead to fading. These carpets are made with UltraSoft Solution Dyed PET® fiber to be highly fade-resistant. Spot cleaning with household bleach will not cause fading.

SOIL RESISTANCE LIMITED WARRANTY

Soiling from dirt and daily life can dull the look of new carpet quickly. To help prevent this, all carpets are treated with a proprietary soil and stain shield that helps repel dirt and makes vacuuming more effective. Regular vacuuming not only keeps your carpet clean but also extends its lifespan. Always maintain the carpet according to the Carpet and Rug Institute's guidelines.

ABRASION RESISTANCE LIMITED WARRANTY

All materials wear over time, and carpet is no exception. However, this warranty ensures that the carpet will withstand normal residential wear and lose no more than 10% of its pile fiber during the warranty period. Coverage requires proper installation and excludes damage from anything other than normal foot traffic.

MANUFACTURING DEFECTS LIMITED WARRANTY

In the rare case of a manufacturing defect, you are covered by this warranty, which reflects a commitment to quality materials and workmanship.

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

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TEXTURE RETENTION LIMITED WARRANTY

Texture is a key aspect of a carpet's aesthetic and comfort. This warranty covers significant twist loss due to foot traffic for the duration of the warranty period. It does not cover abuse or improper installation.

WARRANTY EXCLUSIONS

These warranties exclude carpets that have been treated after installation with foreign agents, used in non-residential settings, or subjected to abnormal abuse. Carpets exposed to extreme heat or other harmful conditions that degrade fiber appearance are also not covered. Specific exclusions include crushing from furniture, damage from tears, pulls, burns, wheel traffic, or exercise equipment. Also excluded are carpets installed in kitchens, bathrooms, laundry rooms, on stairs, in commercial environments, outdoor areas, or any space other than owner-occupied residences. Damage from flooding-whether caused by weather, plumbing, or appliance failure-is not covered.

It is recommended to use a new carpet pad with a maximum thickness of 7/16 inch and a minimum density of 6 pounds for best performance. Failure to follow care, maintenance, or installation guidelines voids all warranties.

WARRANTY SERVICE

To initiate a warranty claim, first read the full warranty brochure. Then, contact the retailer from whom the carpet was purchased-they will file the claim on your behalf. You must provide proof of purchase, a detailed description of the issue, and receipts for professional cleaning by hot water extraction. Photographs or carpet samples may also be required. These warranties are non-transferable. Please note that state laws may provide additional rights or restrictions.