

STANTON

PET GUARD 25 YEAR LIMITED RESIDENTIAL BROADLOOM CARPET WARRANTY

Stanton Carpet All of the carpet manufactured in its 25-year Pet Guard program carries a Residential Limited Warranty and is not covered for any commercial application. This warranty applies to all carpet by Stanton Carpets for this program manufactured after January 1, 2020.

WHO IS COVERED?

Stanton's 25-year Pet Guard Is intended to protect the original purchaser of this product. This warranty for the product is nontransferable except between the general contractor and the purchaser in the purchase of any newly built home. When property is co-owned if you have purchased Pet Guard carpet

for both parties shared residential use in an owner-occupied residence, this warranty is transferable only if both parties can supply proof of purchase.

WHAT THIS RESIDENTIAL LIMITED WARRANTY COVERS

Subject to the conditions and exclusions below, the following outlines the warranty coverage of your Residential Limited Warranty. This warranty includes reasonable labor and material for installation for 25 years after the date of purchase. If a defect covered under this limited warranty should occur, see section, "What Stanton Will Do."

- **5 years Quality Assurance** – Will be free of material or workmanship defects.
- **Limited 25 Years Staining** – Will remain stain resistant to most household food and beverage.
- **Limited 25 Years All Pet Stains** – Resist staining caused by pet urine, feces, and vomit.
- **Limited 25 Years Soiling** – Surface pile of the carpet will resist soiling by common household soil.
- **Limited 25 Years PH and Fade Resist Technology** – Your residential carpet will remain fade and stain resistant from pet stains, grease, mustard, coffee, lipstick, cola and other liquids on the PH Scale between 3 and 10.
- **Limited 25 Years Texture Retention** – Not exhibit significant twist loss or loss of texture from normal foot traffic.
- **Limited 25 Years Delamination, Tuft bind, & Edge Ravel** – Remain free of delamination, tuft bind failure, and edge ravel issues.
- **5 Year Zipper Warranty** – Loop Carpets are guaranteed not to "zipper" for up to 5 years. Seams and edges must be properly sealed based on our installation guidelines.
- **Limited 25 Years** – Carpet will lose no more than 10% of the pile face fiber, by weight.

Pet Guard 30-DAY CUSTOMER SATISFACTION GUARANTEE: Under this guarantee, Pet Guard warrants that we will replace your carpet covered by this Limited Warranty within thirty (30) days of the date of installation if you are not completely satisfied. The replacement will be of a Pet Guard carpet of comparable value but must be of a different style or color. If you request a carpet of greater value, you may pay the difference in price; however, there will be no monetary payment by Stanton if you choose a carpet of lesser value. All charges involved in replacing your carpet, including labor, will be your responsibility.

If you file a **30-DAY CUSTOMER SATISFACTION GUARANTEE** claim on your Pet Guard carpet, the installation must be complete and have been installed according to the CRI-105 installation standard and the Stanton installation guidelines for your specific product. The product must not have been improperly installed, abused, or damaged. This claim cannot be for inability to clean spots or stains. The Installation must be in an owner-occupied residence; commercial use is excluded. Claims must be personally inspected by the dealer. This guarantee will not be considered for carpet sold as second quality, irregular, used, or mill end. Replacement under the 30-Day Customer Satisfaction Guarantee is limited to one replacement per original carpet purchase.

All claims for manufacturing defects must have records of inspection by the dealer prior to delivery to the jobsite. Clearly visible defects after installation of the carpet will be denied. All claims for manufacturing defects will follow the current claims procedure.

WHAT CONDITIONS APPLY?

- Installation must be in an owner-occupied residence; commercial applications and rental use is excluded.
- Indoor installations only.
- Carpet must be correctly installed in a proper indoor installation following the Carpet & Rug Institute Residential Installation Standard CR/-105, using a suitable pad that meets FHA/ HUD Requirements. (Note: Pet Guard recommends a pad with a maximum thickness of 1/2" for optimum performance.) Consult your retailer for details.
- Stanton will not provide credit for labor charges for appearance-related manufacturing defects that should have been detected before or during installation, such as missing tufts, dye spots, tears, loose backing, etc.

WHAT IS NOT COVERED?

- Damage from flooding or excessive moisture from existing moisture.
- Burns, cuts, matting, pulls, odor, soiling, staining, tears or damage due to improper installation.
- Crushing caused by furniture, including impressions left by legs of furniture, is not covered by this warranty.
- The texture of any carpet will change to some degree in heavy traffic areas. Such conditions constitute normal wear and tear and are not covered by this warranty, which is intended to protect you from excessive appearance change.
- Carpet which has been treated after installation with any silicone-based anti-soil treatments.
- **Carpet in any non-residential use.**
- Carpet installed on stairs.
- Minor and normal texture, feel or color differences between sample and actual carpet.
- Stains from substances such as caustic or acidic chemicals, insecticides, paints, shoe polish, lipstick, plant food, iodine, very strong dyes, oil-based substances, acne medications, and non-pet feces, urine or vomit.
- Carpet subjected to abnormal abuse or abusive conditions and damage due to the application of improper cleaning agents. Failure to follow recommended carpet care and cleaning instructions described in Stanton Care and Maintenance brochure may result in damage to your carpet that will not be covered by your warranty. The cleaning of the affected area should begin immediately upon discovery.

PLEASE NOTE: NO CARPET IS ABSOLUTELY STAIN PROOF.

While your Pet Guard carpet is inherently stain resistant, some staining may still occur, especially over time and in high-traffic areas. These carpets will enhance your ability to clean up stains, not prevent stains. Depending on the type of substance causing the stain, removal may require repeated cleanings, and some stains may not be removable. The more time that elapses before removal, the more difficult a stain will be to remove.

Professional cleaning is required every 12-18 months to preserve the life of the carpet. Stanton may, at its sole option, elect to have the affected area of the carpet cleaned professionally.

WHAT IF YOU NEED WARRANTY SERVICE? The Stanton Technical Team provides information about the proper installation and maintenance of your Pet Guard carpet. If you have other questions, please feel free to email claims@stantoncarpet.com or call **1-800-452-4474**. Ask your Stanton retailer for any other warranty statement that may apply to your Pet Guard carpet when you make your purchase.

If you think that there is a defect in your carpet that is covered by this warranty, you must notify the Stanton retailer who sold you the carpet. Your retailer will be able to file a claim with Stanton for you. If you are unable to contact your retailer, do not receive satisfaction, or need more information regarding proper installation or this warranty, please contact Stanton Carpet at claims@stantoncarpet.com. Be sure to include a full description of the problem, photos if available, and proof of purchase showing the price paid for the carpet excluding pad and labor. We will direct you to a retailer that can service you.

WHAT STANTON WILL DO: Should a defect covered under this warranty above be found, Stanton has the discretion to choose the path forward for resolution. One of the following or all of the following may be chosen by Stanton depending on the information provided. The affected area will be repaired to conform to the warranty. If Stanton determines repair is not practical, Stanton may, at its sole option, replace the affected product or refund the proportional purchase price for the affected area. Stanton will pay the reasonable costs for freight and for labor if within 25 years of the date of purchase prorated by year for all approved expenses. Any costs incurred for the moving furnishings that were installed over the carpet, will be at your sole expense. Any moisture-related testing (i.e. Calcium Chloride, % Relative Humidity, and pH) is not the responsibility of Stanton and all issues related to moisture, including any product-related issues, are excluded from this warranty.

IMPLIED WARRANTIES: NO IMPLIED WARRANTIES, INCLUDING THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, EXTEND BEYOND THE TERM OF THIS WRITTEN Pet Guard 25-Year WARRANTY. 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. This warranty gives 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 this warranty.

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1-706-624-9385

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