



1866 By Masland

2-YEAR LIMITED MANUFACTURER'S DEFECT WARRANTY

Congratulations

By purchasing an 1866 by Masland carpet or rug from your local retailer, you have made a great decision. Throughout Canada and the United States, you receive quality products that are proudly crafted with love and special care.

Two-year manufacturing defects warranty

Masland warrants that all 1866 by Masland first-quality carpet products are inspected to be without any customary material or workmanship defects. If within two years any customary manufacturing defect is discovered, Masland shall, at its sole option and discretion, repair the affected area of your carpet. If Masland determines that the carpet is beyond repair, Masland will replace the affected area of your carpet.

The following applies to this warranty

LIMITATIONS

Your sole and exclusive remedy under this limited warranty shall equal the cost of replacement product for the portion of the carpet that does not conform to the warranty and labor costs for such repair, as provided herein. Masland shall not be liable for incidental, consequential, special, or punitive damages or expenses, or for lost or prospective profits, arising out of the purchase or use of 1866 by Masland carpets or resulting from the breach of this limited warranty. In no event shall Masland's cumulative liability exceed the cost of replacement product for the portion of the carpet that does not conform to the warranty. There are no warranties that extend beyond the description on the face of this brochure. To the extent permitted by law, all other warranties, whether express or implied, including but not limited to the implied warranties of merchantability and fitness for a particular purpose, are excluded.

Filing a claim

If you have an issue with your carpet and believe it is covered by the limited warranty outlined in this guide, you must file a claim by contacting the Masland Customer CARE department (contact information below). When you call, you will be asked to provide the following:

- An explanation of the carpet issue
- When and where the carpet was purchased, including the retailer's telephone number
- The carpet style name and style number
- Square feet or square yards purchased
- Pictures of the area showing the warranty issue

At its own discretion, Masland may request an independent third-party inspection.

If your carpet issue is determined to be covered by this limited warranty, you will be asked to provide the original sales receipt or other documentation acceptable to the Masland CARE team. Proof documents must include, but are not limited to, the original purchase invoice, and must show the carpet name and style information.

CONTACT INFORMATION

For warranty service or special assistance with carpet care and cleaning, contact Masland Customer CARE, Monday through Friday, 8 AM to 5 PM EST.

1.866.873.2875

ResidentialClaims-Adairsville@dixiegroup.com
Masland Customer CARE
400 Princeton Blvd, Adairsville, GA 30103