



## FLOORING

### CARPET WARRANTY INFORMATION

The VSP Flooring carpet warranty program is set up to protect you, the original purchaser, of carpet purchased for your own residential use in an owner-occupied residence.

#### **VSP Flooring warrants that this carpet will provide:**

Seven (7) years of Soil Protection by 3M Scotchgard™

Fifteen (15) years of Stain Resistance

Fifteen (15) years of Fade Resistance

Ten (10) years of Wear Resistance

Seven (7) or Ten (10) years of Appearance Retention

This is all guaranteed when used in an owner-occupied residence with a proper indoor installation. Proper installation requires use of a suitable pad meeting FHA/HUD requirements, following the Carpet & Rug Institute Residential Installation Standard CRI-105. Consult your retailer for details.

If your VSP Flooring carpet fails to meet any of the above mentioned warranted guarantees within the given time of installation, and the carpet's appearance cannot be restored, VSP Flooring will arrange a credit equal to the cost of the carpet material only. The credit will apply only to the affected area or room. The credit will be issued to your retailer as a percentage of the replacement cost of new carpet of the same or comparable quality. The credit will be good only toward the purchase of VSP Flooring carpet. There will be no cash payment.

#### **7 Year 3M Scotchgard™ Soil Protection Warranty**

All polyester VSP Flooring carpets are treated with Scotchgard™ Protector and Stain Release. This treatment prevents permanent damage from soiling associated with most common food and beverages. This warranty is only offered to the original carpet purchaser and is not transferable. Specific terms and limitations are available at [www.Scotchgard.com](http://www.Scotchgard.com).

#### EXCLUSION AREAS

Heavy foot traffic could possibly cause the texture of a carpet to change over time. This constitutes normal wear and tear and is not covered by this warranty. Matting and crushing are excluded from this warranty as well. Improper maintenance or inadequate care could void all or part of your warranty coverage. Carpet installed outdoors, on stairs, in bathrooms or in areas subject to other than ordinary shoe traffic is excluded from this warranty. Pile distortion or compression caused by furniture, including impressions left by legs of furniture, is not covered by this warranty.

#### HOMEOWNER OBLIGATIONS FOR PROPER CARE AND MAINTENANCE

To maintain and protect your coverage under the terms of these VSP Flooring warranties, you must do the following:

Keep a proof of purchase in the form of a bill, invoice or statement from your VSP Flooring retailer, showing the price you paid for the carpet, excluding pad and labor.

Install your carpet according to the guidelines outlined in the Carpet and Rug Institute Residential Installation Standard CRI-105, and maintain your carpet according to the recommendations provided by VSP Flooring.

Be able to show proof of periodic cleaning by a professional cleaning service. A bill, invoice, or statement showing cleaning service with descriptions will serve as proof. A minimum of one cleaning every two years is required. Depending on the level of traffic, family size, soil conditions adjacent to the home, and other circumstances, more frequent cleaning may be advisable.

## VSP FLOORING WARRANTY LIMITATIONS

These VSP Flooring warranties are extended only to the original purchaser and are not transferable.

Warranties are not applicable to carpet sold as second quality, irregulars, used, or as mill ends.

Improper installation can cause problems with your carpet. To ensure proper installation, your carpet should be installed in accordance with the Carpet and Rug Institute Residential Installation Standard CRI-105. Consult your floor covering retailer for details. We are not responsible for any defects caused by improper installation. Examples are wrinkling due to insufficient stretch, loss of tufts due to improper seaming, and/or damage to the backing system.

Carpet requires routine maintenance. We are not responsible for damage to your carpet caused by improper maintenance or inadequate care, which could void all or part of your warranty coverage.

VSP Flooring warranties do not cover damage resulting from accidents or abuse such as staining, soiling, burning, flooding, cutting, and damage caused by pets. Staining and soiling from common household food and beverage substances is covered under the VSP Flooring stain warranty.

Deterioration of the padding can cause problems with your carpet. We are not responsible for any defects caused by failure of the carpet pad. Please see the pad manufacturer's warranty statement for more information.

VSP Flooring warranties do not cover problems caused by wetting or the persistence of excessive moisture. For immediate assistance, contact a certified water damage restoration specialist. The Institute of Inspection, Cleaning and Restoration Certification (IICRC) maintain a registry of trained, certified specialists: call 1-800-835-4624.

VSP Flooring warranties do not cover minor and normal differences between the color of the retail store sample and the color of the actual carpet.

If your carpet has been discontinued and replacement is necessary under the terms of the VSP Flooring warranty, VSP Flooring will offer a substitute carpet of comparable quality.

These warranties apply only in the United States and Canada.

WE EXCLUDE AND WILL NOT PAY CONSEQUENTIAL OR INCIDENTAL DAMAGES UNDER THESE WARRANTIES. By this we mean any loss, expense, or damage other than to the carpet itself that may result from a defect in the carpet.

### IMPLIED WARRANTIES

NO IMPLIED WARRANTIES, INCLUDING WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, EXTEND BEYOND THE FIFTEEN, TEN or SEVEN-YEAR TERMS OF THE WRITTEN VSP FLOORING WARRANTIES. 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. These warranties give 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 these warranties state the limit of VSP Flooring's responsibilities.

### HOW TO MAKE A CLAIM

If you think there is a defect in your carpet that is covered by one of the VSP Flooring warranties, you must notify, in writing, the VSP Flooring retailer who sold you the carpet. Include a copy of the invoice or receipt for the carpet and describe the problem as fully as possible. If you are unable to contact your retailer or do not receive satisfaction, contact VSP Flooring at:

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