

# Eternally Carpet Warranty

## **Eternally**

Lifetime Stain Resistance Warranty  
Lifetime Fade Resistance Warranty  
Lifetime Pet Stain Resistance Warranty  
Lifetime Soil Resistance  
Lifetime Abrasive Wear Resistance Warranty  
Lifetime Texture Retention Warranty  
Lifetime Manufacturing Defects Warranty  
Lifetime Antistatic Limited Warranty  
60 Day Customer Satisfaction Guarantee  
Transferable Warranty

## **Floors & More: Eternally**

Eternally® styles have carpet warranties that are enhanced by the manufacturer. The manufacturer warrants that the Eternally® carpet styles will remain stain-resistant to common household food and beverage substances for 15 years from the date of the original installation in an owner-occupied residence in a proper indoor installation. The warranty is transferable as long as the existing owner has proof of purchase from the original purchaser. The 60 Day Satisfaction Guarantee allows the customer to receive a credit for the purchase amount of the existing carpet material with the Floors & More member that they bought the product from within 60 days of the purchase date, provided that the balance of material and installation is paid in full. This credit may be used only for the same manufacturer in which the product was produced and may be limited to certain styles at the Floors & More member's (retailers) discretion. Installation and labor are not credited and must be paid for installation of the newly selected carpet. These warranties apply only to carpet installed in owner-occupied residential space in which the Eternally® carpet was installed by a Floors & More LLC member's authorized independent installer. For the first ten years of the warranty, should your carpet not perform according to the warranties for the term of your warranty, the affected area will be replaced with the same carpet,

or if no longer available, product of comparable cost. Replacement carpet is pro-rated based on the number of years it has been installed.

The Usage Fee will be determined as a percentage of the original purchase price, as follows:

#### PRO-RATED SCHEDULE

1st - 10th Year 100% Coverage

11th – 15th Year 50% Coverage

16th – 20th Year 25% Coverage

21st+ Year 10% Coverage

This Warranty covers common household food and beverage stains. No carpet is completely stain-proof; therefore, this warranty excludes stains from: non-food and non-beverage substances and substances which destroy or change the color of carpets such as acne medication, bleach, caustic chemicals, insecticides, plants, plant food, iodine, very strong dyes, acids, feces, urine, vomit, etc. All warranties are defined as described by the manufacturers' definition of stain resistance, fade resistance, pet stain resistance, soil resistance, abrasive wear resistance, texture retention, manufacturing defects, antistatic limited warranties. The carpet must be correctly installed in a proper indoor installation following the Carpet & Rug Institute Residential Installation Standard CRI-105, using a suitable pad that meets FHA/HUD requirements. This warranty excludes any carpet which has been treated after installation with any silicone-based anti-soil treatments; any carpet in any nonresidential use; any 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 as recommended by the manufacturer may result in damage to your carpet that will not be covered by your warranty.