

No Surprises, Worry-free Warranty™

The following details the Residential Limited Warranty issued by Shaw Industries, Inc. (“Shaw”) for all Bellera high-performance residential carpets. This warranty applies to purchases of Bellera high-performance residential carpet made on or after January 1, 2018.

WHO IS COVERED: This warranty protects you, the original purchaser, if you have purchased a Shaw Bellera carpet made from Endurance high-performance fiber for your own 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 Bellera Residential Limited Warranty. This non-prorated warranty includes reasonable labor for installation for one (1) year after the date of purchase. If a defect covered under this limited warranty should occur, see below under “What Shaw Will Do.”

10-YEAR NO SURPRISES, WORRY-FREE WARRANTY™: Shaw warrants that for ten (10) years after purchase your Bellera brand, high-performance residential carpet will 1) remain stain resistant, including pet stains, grease, mustard, coffee, lipstick and even cola. 2) resists soiling by common household soil; 3) remain free of wrinkles, edge ravel, tuft-bind and delamination; 4) be free of manufacturing defects, and 5) not exhibit significant twist loss or loss of texture from foot traffic.

This warranty specifically 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 described in Shaw’s Care and Maintenance brochure may result in damage to your carpet that will not be covered by your warranty. Cleaning of the affected area should begin immediately upon discovery. The more time that elapses before removal, the more difficult a stain will be to remove.

Shaw 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.

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. (Note: Shaw recommends a pad with a maximum thickness of 1/2” for optimum performance.) Consult your retailer for details.

PLEASE NOTE: NO CARPET IS ABSOLUTELY STAIN PROOF. While your Shaw 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 substantial repeated cleanings, and some stains may not be removable. Shaw may, at its sole option, elect to have the affected area of the carpet cleaned professionally.

SHAW 30-DAY CUSTOMER SATISFACTION GUARANTEE: Under this guarantee, Shaw warrants that we will replace any of its Bellera carpet styles 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 Shaw 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 Shaw if you choose a carpet of lesser value. All charges involved in replacing your carpet, including labor, will be your responsibility.

Your Shaw carpet must not have been improperly installed, abused, or damaged. Installation must be in an owner-occupied residence; commercial use is excluded. Claims must be personally inspected by a Shaw dealer. Prior to replacement, a claim report must be completed and submitted to Shaw. Claims under 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.

WHAT IF YOU NEED WARRANTY SERVICE? The Shaw Consumer Concierge Team provides information about proper installation and maintenance of your Shaw carpet. If you have other questions, please feel free to email AskShaw@shawinc.com or call 844-742-7429. Ask your Shaw retailer for any other warranty statement that may apply to your Shaw 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 Shaw retailer who sold you the carpet. Your retailer will be able to file the claim with Shaw 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 Shaw at: Shaw Industries, Attn: Financial Services, P.O. Box 2128, Mail Drop 026-01, Dalton, GA 30722-2128. 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.

WHAT SHAW WILL DO: Should a defect covered under this warranty above be found, the affected area will be repaired to conform to the warranty. If Shaw determines repair is not commercially practical, Shaw may, at its sole option, replace the affected product or refund the proportional purchase price for the affected area. Shaw will pay the reasonable costs for freight and for labor if within one (1) year of the date of purchase where applicable. Any costs incurred for the moving of equipment, furnishings, partitions and the like, that were installed over the Bellera brand product, will be at your sole expense. Any moisture related testing (i.e. Calcium Chloride, % Relative Humidity, and pH) is not the responsibility of Shaw and all issues related to moisture, including any product related issues, are excluded from this warranty.

IMPLIED WARRANTIES: NO IMPLIED WARRANTIES, INCLUDING WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, EXTEND BEYOND TERM OF THIS WRITTEN SHAW 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 states the limit of Shaw.