

Complete Warranty Guide

If you are unhappy with your Mathews & Parlo carpet and believe you have a warranty claim, please contact your retailer. You will need to provide proof of purchase and a full description of your claim.

All limited warranties given by Mathews & Parlo include the following:

- **Homeowner Obligations** (What you must do)
 1. Keep proof of purchase in the form of a bill showing the price you paid for the carpet (excluding labor).
 2. Install your carpet according to guidelines in the Carpet & Rug Institute Residential Installation Standard CRT-105.
 3. Install your carpet with appropriate carpet cushion.
 4. Have a minimum of (1) hot water extraction professional cleaning ever 12 to 18 months using cleaning products, equipment or systems specified with the Carpet and Rug Institute Seal of Approval. Visit www.carpet-rug.org for a complete list of certified products. Be able to show proof of these cleanings by keeping an invoice for these services.
 5. Vacuum regularly with the right vacuum cleaner in order to prolong the life of your carpet and enhance its appearance as well.
 6. Please note that carpet with a thick pile, frieze, shag/cable construction and the so-called “soft yarns” may become fuzzy or worn with the use of a beater bar vacuum. We recommend the use of a suction-only vacuum for these carpets. Failure to comply with your Homeowner Obligations will void your Mathews & Parlo warranty.
- **Warranty service**
 1. Provided that you have complied with the Homeowner Obligations under the Mathews & Parlo Warranty Guide included in this material, Mathews & Parlo shall have as its entire liability and exclusive remedy the warranty liability described in this section:
 - Mathews & Parlo’s liability under this limited warranty shall be limited to the actual cost of repair or replacement of only the affected area of the carpet extending to the nearest wall, doorway, or entrance. Mathews & Parlo reserves the right to correct any defect prior to the

carpet being removed, replaced, or any settlement being offered. Upon determination of a valid claim and that the carpet cannot be restored by repair, Mathews & Parlo will arrange a credit to your retailer equal to a percentage of the cost of the carpet only. Credit will be issued based upon the length of time your carpet has been in use and according to the prorated schedule set out below for identical (or, if identical carpet is not available, comparable) carpet of equal value. The credit will be good only toward the purchase of new Mathews & Parlo carpet. There will be no cash payment.

- MATHEWS & PARLO SHALL NOT BE LIABLE FOR AND WILL NOT PAY CONSEQUENTIAL, INCIDENTAL, OR SPECIAL DAMAGES OF ANY KIND WHATSOEVER UNDER THIS WARRANTY. Some states do not permit exclusion or limitation of incidental or consequential damages, so the exclusion or limitation may not apply to you. The limited 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 these warranties state the entire limit of Mathews & Parlo's responsibility.

2. Disclaimer of Implied Warranties

- ALL IMPLIED WARRANTIES WHICH MAY ARISE BY IMPLICATION OF LAW OR APPLICATION OF COURSE OF DEALING OR USAGE OF TRADE - INCLUDING, BUT NOT LIMITED TO, IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE - ARE EXPRESSLY EXCLUDED. NO WARRANTIES, EXPRESS, IMPLIED, STATUTORY, OR OTHERWISE, EXTEND BEYOND THOSE EXPRESSLY SET FORTH IN THIS WARRANTY BROCHURE, AND ALL SUCH WARRANTIES ARE EXPRESSLY DISCLAIMED. By implied warranties we mean ones that the law presumes to have been given by the seller even though they are not 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.
- **Warranty limitations (Exclusions):** Unless the warranty for your Mathews & Parlo product specifically and expressly covers any item listed below, then the Mathews & Parlo warranties expressly exclude all of the following
 1. Non-owner occupied residence
 2. Non-residential installation

3. Damage to your carpet caused by improper installation. Examples include, but are not limited to:
 - Insufficient stretch
 - Loss of tufts due to improper sealing
 - Seam peaking
 4. Damage to your carpet caused by inadequate cushion
 5. Any carpet that has been treated after installation with any foreign agents, abnormal abuse, and exposure to hot substances or other abusive conditions that deteriorate the appearance of the pile fibers.
 6. Damage done to your carpet because inadequate and/or improper cleaning, improper maintenance or cleaning materials or inadequate care.
 7. Damage resulting from accidents or abuse such as
 - Burning
 - Flooding
 - Cutting
 - Damage done by pets
 8. Damage to or appearance change on carpet installed on stairs, in bathrooms, kitchens, outdoors, or in areas subject to other than ordinary foot traffic
 9. Change in appearance caused by matting and/or crushing
 10. Damage caused by tears, pulls, burns, wheel traffic, or athletic equipment
 11. Unless specifically covered by our Pet Urine Warranty, stains cause by pets and pet vomit are excluded.
 12. Problems caused by wetting or persistence of excessive moisture
 13. Minor and normal differences between the color and texture of the retail store sample and true color and texture of the actual carpet.
 14. Mathews & Parlo warranties only apply in the United States.
- **Non-warranted carpet characteristics:** The following are non-warranted carpet characteristics:
 1. Changes in Appearance
 - All carpets will change in appearance over time, primarily due to foot traffic. Carpet in heavy traffic areas will exhibit the most change. A good-quality cushion will help extend the carpet's appearance. Over time and with use, the tips of the tufts in cut-pile carpets will lose some twist, causing the carpet to bloom. This is normal and should be expected.
 2. Crushing
 - Crushing in the compaction of the pile thickness due to foot traffic or furniture. Regular use of a vacuum with a beater bar in high-traffic areas may help reduce changes in carpet's appearance. However, please note that carpet with thick loop pile, frieze, and shag cabled

construction may become fuzzy or worn with use of a beater bar vacuum; Mathews & Parlo recommends the use of a suction-only vacuum for these carpet constructions.

3. Footprints

- Cut-pile carpets will show footprints and vacuum cleaner marks. Selecting a carpet with a lower pile height and denser construction will help to minimize this effect.

4. Indentations

- Furniture or other heavy objects can cause indentations in your carpet. Furniture coasters will help distribute the weight of heavy objects over a larger area. Brushing the affected carpet area with your fingertips will usually restore the crushed tufts to their original position.

5. Matting

- Entanglement of fibers and tufts of yarn tips may be caused by a cushion failure; usually it is due to improper maintenance. Residue from a spill that was not cleaned up thoroughly or cleaning residue that was not rinsed completely will lead to matting.

6. Shading

- Shading is a change in pile direction that results in an apparent change in color due to the light reflecting in different ways. Solid color cut-pile carpets will exhibit this more often than textured or patterned carpets. This is normal. Severe cases of shading are also known as pooling or watermarking and can result in permanent pile reversal after installation. No cause for this is known, and it is usually confined only to certain areas of installation. Pooling or watermarking is not considered a manufacturing defect.

7. Filtration Soiling

- Dust, dirt, pollen, cooking vapors, and other airborne pollutants may appear as dark lines along walls, vents, and doorways. This is usually due to an imbalanced ventilation system that is incapable of removing the volume of air entering the room. This excess air escapes through gaps between floors, walls, and doorways. Professional cleaning may remove discoloration in affected areas, but the condition will usually return unless ventilation problems are corrected. Carpet of any quality will perform the same if subjected to filtration inefficiencies.

8. Wrinkling or Buckling

- Wrinkling may occur after installation and can be caused by excessive humidity, inadequate cushion, or failure to use the recommended installation procedures found in the Carpet and Rug Institute

Residential Installation Standard CRI-105, especially relative to power stretching. A competent installer can usually correct this problem.

9. Yellowing

- Yellowing can have many causes, such as BHT (butylated hydroxytoluene) off-gassing from rebond pad, yard lubricants, over-application of stain-resistant treatments, changes in alkalinity, cleaning solutions, general soiling, and fume fading. White vinegar applied to a clean white towel and held on the carpet will indicate if yellowing can be removed. If this works, a 10% solution of citric acid applied by a professional cleaner will usually remove yellowing. Yellowing is not considered a manufacturing defect.

Each of the above items is characteristic of carpet and is not considered a manufacturing defect.

Proration of Warranties

Lifetime Warranty

1 st year	100%	11 th year	70%
2 nd year	100%	12 th year	60%
3 rd year	100%	13 th year	50%
4 th year	100%	14 th year	40%
5 th year	100%	15 th year	35%
6 th year	95%	16 th year	30%
7 th year	90%	17 th year	25%
8 th year	85%	18 th year	15%
9 th year	80%	19 th year	10%
10 th year	75%	19 th + years	5%

15-Year Warranty

1 st year	100%	9 th year	60%
2 nd year	100%	10 th year	55%
3 rd year	90%	11 th year	50%
4 th year	85%	12 th year	40%
5 th year	80%	13 th year	30%
6 th year	75%	14 th year	20%
7 th year	70%	15 th year	10%
8 th year	65%		

10-Year Warranty

1 st year	100%	6 th year	50%
2 nd year	100%	7 th year	40%
3 rd year	80%	8 th year	30%
4 th year	70%	9 th year	20%
5 th year	60%	10 th year	10%

7-Year Warranty

1 st year	100%	5 th year	50%
2 nd year	100%	6 th year	30%
3 rd year	80%	7 th year	10%
4 th year	70%		

5-Year Warranty

1 st year	100%	4 th year	30%
2 nd year	100%	5 th year	10%
3 rd year	50%		