



IN THE CITY LIFETIME LIMITED COMMERCIAL WEAR WARRANTY

The following is the Commercial Limited Warranty issued by Shaw Industries, Inc ("Shaw").

This warranty begins when the carpeting is purchased. The carpet must be installed in accordance with the Shaw installation guidelines and specifications. The carpet must be maintained in accordance with the Shaw maintenance (carpet care) recommendations and such maintenance (carpet care) continues throughout the duration of the original installation.

The Lifetime Warranty is further limited to the period of time the carpet is owned and maintained by the original end-use purchaser. The basis of any warranty related claim is the original Shaw invoice or authorized Shaw dealer invoice.

Installation guidelines and specifications along with carpet care recommendations can be obtained from your dealer or from Shaw at 1.800.441.7429 or on-line at inthecitybytufftex.com.

What the lifetime commercial limited warranty covers:

Fiber – Abrasive Wear

Shaw warrants that designated carpet will lose no more than 10% of the pile face fiber, by weight, during the warranty period. This warranty does not cover appearance retention, matting and crushing and normal appearance changes in high traffic areas.

Fiber – Static Protection

Shaw warrants that designated carpet will not generate static build-up in excess of 3.5 kV, during the warranty period as tested by AATCC Test Method 134.

What you should do if any of the above problems occur and you need warranty service:

You (the original purchaser) should notify the authorized Shaw Dealer and/or your In the City by Tufftex representative and submit in writing, the following:

- A valid proof of purchase in the form of a sales receipt or other documents which establish proof of purchase.
- A detailed description of the problem and/or a photograph/sample that clearly shows the warranty problem.

To: shawonline.com or Shaw Industries – Financial Services, P.O. Box 40, Dalton, GA 30722.
Shaw Industries will designate a representative to inspect the carpet and evaluate the warranty claim.



What Shaw will do should you need warranty service:

Should a defect covered under this warranty be found, the affected area will be repaired to conform to the warranty. If repair is not commercially practical, Shaw may, at its sole option, replace the affected carpet or refund the proportional purchase price for the affected area.

Shaw will pay the reasonable costs for freight and labor. Any costs incurred for the moving of equipment, furnishings, partitions and the like, that were installed over the Shaw high performance product will be at the consumer's expense.

What conditions apply to Shaw Industries lifetime commercial limited Warranty:

Shaw requires seam sealer, properly applied per Shaw installation guidelines, to minimize or prevent yarn from raveling and fraying at the seams.

This warranty does not cover burns, cuts, fading, matting, pills, pulls, odor, soiling, staining, tears or damage due to improper installation or due to improper cleaning agents or methods. Carpet installed on stairs or in areas subject to abnormal foot-traffic use (i.e. golf spikes, other spiked footwear, ski boots, and the like) is excluded.

Chair pads are recommended under roller caster chairs. Replacement carpet will come only from current running-line products comparable to the warranted product.

Please Note:

Shaw does not grant to any person or entity the authority to create for it any obligation or liability in connection with this product. Shaw shall not be liable to the consumer or any other person or entity for any incidental, special or consequential damages, arising out of breach of this limited warranty or any implied limited warranty (excluding merchantability). All implied warranties are hereby limited to the duration of this limited warranty. Some states do not allow the exclusion or limitation of implied warranties or the limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to the purchaser. This warranty gives the purchaser specific legal rights, such rights may vary from State to State.