

Endura³
NYLON | Max Beauty.
Performance.
Value.

Residential Limited Warranty Information

ENDURA 3 & ENDURA 3 SD NYLON



shawfloors.com

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Endura3™ nylon fiber from Shaw offers all of the attributes of nylon, including excellent durability and resiliency, plus a limited **Lifetime Stain & Soil warranty.**

In addition, the fiber's unique trilobal cross-section creates increased bulk for enhanced look and feel. Carpets of Endura3™ represent exceptional value and performance.

Shaw Endura3™ Nylon Residential Limited Warranties

The following details the Residential Limited Warranties issued by Shaw Industries, Inc. (“Shaw”) for all Endura3™ nylon residential carpets in The Preferred Collection.

A. Who is covered:

These warranties protect you, the original purchaser, if you have purchased a Shaw carpet made from Endura3 nylon for your own residential use in an owner-occupied residence.

B. What this Residential Limited Warranty covers:

Subject to Shaw’s General Warranty Terms and Conditions, the following outlines the warranty coverage of your Endura3 nylon Residential Limited Warranties. All Endura3 warranties are prorated in accordance with the schedules listed.

Shaw Endura3™ Limited Lifetime Stain Warranty

Who is Covered

This warranty protects you, the original purchaser, if you have purchased a Shaw Industries **Endura3** carpet covered under this warranty for your own residential use in an owner-occupied residence.

What is Covered

Shaw Industries warrants that your **Endura3** carpet will remain stain resistant to most household food and beverage substances from the date of the original installation in an owner-occupied residence in a proper indoor installation for as long as you own your carpet. **Endura3** carpets are further treated with Shaw’s **R2x® Stain and Soil Resistance** for enhanced protection.

Exclusions

This Limited Residential Warranty specifically excludes stains from substances such as bleaches, caustic chemicals, insecticides, paints, shoe polish, lipstick, plant food, iodine, very strong dyes, acids, feces, oil-based substances, urine, and vomit.

Limited Lifetime Pet Urine Stain Warranty

Shaw warrants that your Endura3 nylon carpet will resist staining caused by pet urine stains. Stain resistance means the ability of your carpet pile to resist (i.e., minimize or withstand) permanent stains for as long as you own your carpet.

Exclusions

This warranty excludes any urine stain other than pet. Pet feces and vomit are excluded. Odor resulting from the covered pet urine stain is excluded. Wicking may occur requiring the pet urine area to be cleaned more than once. If above-mentioned stains are saturated and result in wicking, these stains will release with additional re-cleaning. Wicking is defined as a reappearance of previously cleaned stains due to liquid remaining in carpet backing or padding.

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.

Limited Lifetime Soil Warranty

Shaw warrants that Endura3 nylon carpets will resist soiling by most common household soil. If you properly maintain your carpet, soil will clean up more thoroughly, and less residue will remain on your carpet. This warranty coverage runs from the date your carpet is installed for as long as you own your home.

Soil resistance means the ability of your carpet to resist (i.e. minimize or withstand) retention of the common dry dirt normally associated with carpet soiling. Keep in mind, light-colored carpets will show soiling more than darker colors and will require more frequent maintenance to retain their appearance.

What Shaw Industries Will Do If Your Carpet Fails to Perform

If your Shaw **Endura3** carpet shows signs of permanent staining from covered substances during the time you own it, Shaw Industries 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 new Shaw Industries carpet. There will be no cash payment. The following prorated table will be used on valid claims by Shaw Industries Group, Inc.:

1st Year	100%	11th Year	80%
2nd Year	100%	12th Year	70%
3rd Year	100%	13th Year	60%
4th Year	100%	14th Year	50%
5th Year	100%	15th Year	40%
6th Year	100%	16th Year	30%
7th Year	100%	17th Year	25%
8th Year	90%	18th Year	20%
9th Year	90%	19th Year	15%
10th Year	90%	20+ Years	10%

NO CARPET IS ABSOLUTELY STAIN PROOF

While your Shaw Industries 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 Industries may, at its sole option, elect to have the affected area of the carpet cleaned professionally.

Further exclusions for all Limited Lifetime Stain and Soil Warranties

These warranties also specifically exclude: 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; any carpet exposed to very hot substances or other abusive conditions; damage due to the application of improper cleaning agents; deterioration in appearance not related to staining of pile fibers. Failure to follow recommended carpet care and cleaning instructions contained in the Shaw booklet, "Carpet Care and Maintenance", may result in damage to your carpet that will not be covered by your warranty.

Further assistance is available through the Shaw Industries Information Center, **1-800-441-7429**.

Limited 10-Year Texture Retention Warranty

Shaw warrants that this carpet will not exhibit significant twist loss or loss of texture from foot traffic for a period of ten (10) years when used in an owner-occupied residence in a proper indoor installation. Proper installation requires use of a suitable pad meeting FHA/HUD requirements, following the Carpet & Rug Institute Installation Standard effective October 1, 2009. (Note: Shaw Industries recommends a pad with a maximum thickness of 7/16" for optimum performance.) Consult your retailer for details.

Exclusions

Carpet installed outdoors or in areas subject to other than ordinary shoe traffic is excluded from this warranty. Crushing caused by furniture, including impressions left by legs of furniture, is not covered by this warranty.

(NOTE: The texture of any carpet will change to some degree in heavy traffic areas. Such conditions constitute normal wear and tear and are not covered by this warranty, which is intended to protect you from excessive appearance change.)

Limited 10-Year Abrasive Wear Warranty

Shaw warrants that the surface pile of your Endura3 nylon carpet will not abrasively wear away by more than 10% in any area of the carpet for a period of ten (10) years when used in an owner-occupied residence in a proper indoor installation. Proper installation requires use of a suitable pad meeting FHA/HUD requirements, following the Carpet & Rug Institute Installation Standard effective October 1, 2009. (Note: Shaw Industries recommends a pad with a maximum thickness of 7/16" for optimum performance.) Consult your retailer for details. Abrasive wear means fiber loss, and not changes in appearance such as crushing or matting.

Exclusions

Carpet installed outdoors or in areas subject to other than ordinary shoe traffic is excluded from this warranty. Crushing caused by furniture, including impressions left by legs of furniture, is not covered by this warranty.

Limited 10-Year Quality Assurance Warranty

This warranty covers manufacturing defects that could occur in any Shaw Endura3 nylon carpet for a period of ten (10) years when used in an owner-occupied residence in a proper indoor installation. By manufacturing defect we mean any defect in material or workmanship.

Carpet must be correctly installed in a proper indoor installation using a pad that meets FHA/HUD requirements, following the Carpet & Rug Institute Installation Standard effective October 1, 2009. Consult your retailer for details.

Exclusions

Matting and crushing, or any change in appearance retention, are not manufacturing defects and are excluded from this warranty. For the purpose of this warranty, matting is defined as the physical entanglement of the fibers on the surface of the carpet. Crushing is defined as the loss of pile thickness due to foot traffic. Crushing caused by furniture, including impressions left by legs of furniture, is not covered by this warranty.

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.

A. Proration Schedule for 10-Year Warranties

If your carpet does not perform according to the warranty, Shaw will offer credit equal to the cost of the carpet material only in accordance with the following schedule:

1st Year	100%	6th Year	90%
2nd Year	100%	7th Year	80%
3rd Year	100%	8th Year	70%
4th Year	100%	9th Year	60%
5th Year	100%	10th Year	50%

Labor charges

During the first year of coverage under these Endura3 warranties, Shaw Industries, Inc., will arrange for a credit to your retailer for reasonable labor charges to repair or replace defective areas.

PLEASE NOTE: Shaw reserves the right to repair the defective area in question if restoration is practical. In such cases, repair will be effected in lieu of carpet replacement, at the sole discretion of Shaw.

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.

Pile distortion or roll crush is a temporary, correctable problem which is not considered a manufacturing defect.

Endura3™ SD Nylon Residential Limited Warranties

The following details the Residential Limited Warranties issued by Shaw Industries, Inc. (“Shaw”) for all Endura3™ SD nylon residential carpets.

A. Who is covered:

These warranties protect you, the original purchaser, if you have purchased a Shaw carpet made from Endura3 SD nylon for your own residential use in an owner-occupied residence.

B. What this Residential Limited Warranty covers:

Subject to Shaw’s General Warranty Terms and Conditions, the following outlines the warranty coverage of your Endura3 SD nylon Residential Limited Warranties. All Endura3 SD warranties are prorated in accordance with the schedules listed.

Shaw Endura3™ SD Limited Lifetime Stain Warranty

Who is covered

This warranty protects you, the original purchaser, if you have purchased a Shaw Industries **Endura3 SD™** carpet covered under this warranty for your own residential use in an owner-occupied residence.

What is covered

Shaw Industries warrants that your **Endura3 SD** carpet will remain stain resistant to most household food and beverage substances from the date of the original installation in an owner-occupied residence in a proper indoor installation for as long as you own your carpet. **Endura3 SD** carpets are further treated with Shaw’s **R2x® Stain and Soil Resistance** for enhanced protection.

Exclusions

This Limited Residential Warranty specifically excludes stains from substances such as bleaches, caustic chemicals, insecticides, paints, shoe polish, lipstick, plant food, iodine, very strong dyes, acids, feces, oil-based substances, urine, and vomit.

Limited Lifetime Pet Stain Warranty

Shaw warrants that your Endura3 SD nylon carpet will resist staining caused by pet stains, including urine, feces, and vomit. Stain resistance means the ability of your carpet pile to resist (i.e., minimize or withstand) permanent stains for as long as you own your carpet.

Exclusions

This warranty excludes any urine, feces, or vomit stains other than pet. Odor resulting from the covered pet stain is excluded. Wicking may occur requiring the stained area to be cleaned more than once. If above-mentioned stains are saturated and result in wicking, these stains will release with additional re-cleaning. Wicking is defined as a reappearance of previously cleaned stains due to liquid remaining in carpet backing or padding.

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.

Limited Lifetime Soil Warranty

Shaw warrants that Endura3 SD nylon carpets will resist soiling by most common household soil. If you properly maintain your carpet, soil will clean up more thoroughly, and less residue will remain on your carpet. This warranty coverage runs from the date your carpet is installed for as long as you own your home.

Soil resistance means the ability of your carpet to resist (i.e. minimize or withstand) retention of the common dry dirt normally associated with carpet soiling. Keep in mind, light-colored carpets will show soiling more than darker colors and will require more frequent maintenance to retain their appearance.

What Shaw Industries will do if your carpet fails to perform:

If your Shaw **Endura3 SD** carpet shows signs of permanent staining from covered substances during the time you own it, Shaw Industries 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 new Shaw Industries carpet. There will be no cash payment. The following prorated table will be used on valid claims by Shaw Industries Group, Inc.:

1st Year	100%	11th Year	80%
2nd Year	100%	12th Year	70%
3rd Year	100%	13th Year	60%
4th Year	100%	14th Year	50%
5th Year	100%	15th Year	40%
6th Year	100%	16th Year	30%
7th Year	100%	17th Year	25%

8th Year90%
9th Year90%
10th Year90%

18th Year20%
19th Year15%
20+ Years.10%

NO CARPET IS ABSOLUTELY STAIN PROOF

While your Shaw Industries 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 Industries may, at its sole option, elect to have the affected area of the carpet cleaned professionally.

Further exclusions for all Limited Lifetime Stain and Soil Warranties

These warranties also specifically exclude: 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; any carpet exposed to very hot substances or other abusive conditions; damage due to the application of improper cleaning agents; deterioration in appearance not related to staining of pile fibers. Failure to follow recommended carpet care and cleaning instructions contained in the Shaw booklet, "Carpet Care and Maintenance", may result in damage to your carpet that will not be covered by your warranty.

Further assistance is available through the Shaw Industries Information Center, **1-800-441-7429**.

Limited 15-Year Texture Retention Warranty

Shaw warrants that this carpet will not exhibit significant twist loss or loss of texture from foot traffic for a period of fifteen (15) years when used in an owner-occupied residence in a proper indoor installation. Proper installation requires use of an FHA-approved pad. Shaw recommends a pad with a thickness of 1/2" or less and minimum 6-lb. density for optimum performance. Consult your retailer for details.

Exclusions

Carpet installed outdoors or in areas subject to other than ordinary shoe traffic is excluded from this warranty. Crushing caused by furniture, including impressions left by legs of furniture, is not covered by this warranty.

(NOTE: The texture of any carpet will change to some degree in heavy traffic areas. Such conditions constitute normal wear and tear and are not covered by this warranty, which is intended to protect you from excessive appearance change.)

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If your carpet does not perform according to the warranty, Shaw will offer credit equal to the cost of the carpet material only in accordance with the following schedule:

1st Year	100%	9th Year	90%
2nd Year	100%	10th Year	90%
3rd Year	100%	11th Year	80%
4th Year	100%	12th Year	60%
5th Year	100%	13th Year	40%
6th Year	100%	14th Year	20%
7th Year	100%	15th Year	10%
8th Year	100%		

Limited 15-Year Abrasive Wear Warranty

Shaw warrants that the surface pile of your Endura3 SD nylon carpet will not abrasively wear away by more than 10% in any area of the carpet for a period of fifteen (15) years when used in an owner-occupied residence in a proper indoor installation. Proper installation requires use of an FHA-approved pad. Shaw recommends a pad with a thickness of 1/2" or less and minimum 6-lb. density for optimum performance. Consult your retailer for details.

Abrasive wear means fiber loss, and not changes in appearance such as crushing or matting.

Exclusions

Carpet installed outdoors or in areas subject to other than ordinary shoe traffic is excluded from this warranty. Crushing caused by furniture, including impressions left by legs of furniture, is not covered by this warranty.

If your carpet does not perform according to the warranty, Shaw will offer credit equal to the cost of the carpet material only in accordance with the following schedule:

1st Year	100%	9th Year	90%
2nd Year	100%	10th Year	90%
3rd Year	100%	11th Year	80%
4th Year	100%	12th Year	60%
5th Year	100%	13th Year	40%
6th Year	100%	14th Year	20%
7th Year	100%	15th Year	10%
8th Year	100%		

Limited 15-Year Quality Assurance Warranty

This warranty covers manufacturing defects that could occur in any Shaw Endura3 SD nylon carpet for a period of fifteen (15) years when used in an owner-occupied residence in a proper indoor installation. By manufacturing defect we mean any defect in material or workmanship.

Carpet must be correctly installed in a proper indoor installation using a pad that meets FHA/HUD requirements, following the Carpet & Rug Institute Installation Standard effective October 1, 2009. Consult your retailer for details.

Exclusions

Matting and crushing, or any change in appearance retention, are not manufacturing defects and are excluded from this warranty. For the purpose of this warranty, matting is defined as the physical entanglement of the fibers on the surface of the carpet. Crushing is defined as the loss of pile thickness due to foot traffic. Crushing caused by furniture, including impressions left by legs of furniture, is not covered by this warranty.

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.

If your carpet does not perform according to the warranty, Shaw will offer credit equal to the cost of the carpet material only in accordance with the following schedule:

1st Year	100%	9th Year	90%
2nd Year	100%	10th Year	90%
3rd Year	100%	11th Year	80%
4th Year	100%	12th Year	60%
5th Year	100%	13th Year	40%
6th Year	100%	14th Year	20%
7th Year	100%	15th Year	10%
8th Year	100%		

Limited Lifetime Fade Resistance Warranty

Who is covered

This warranty protects you, the original purchaser, if you have purchased a Shaw carpet made from *Endura3 SD* nylon for your own residential use in an owner-occupied residence.

What is covered

Shaw Industries warrants that, from the date of the original installation and for as long as you own your home, your *Endura3 SD* nylon carpet will not show a permanent color change due to exposure to sunlight or atmospheric contaminants (including ozone or oxides of nitrogen) greater than one unit as measured by the AATCC* Gray Scale for standardized comparison of the extent of color differences.

What Shaw Industries will do if your carpet fails to perform:

If your Shaw **Endura3 SD** carpet shows signs of permanent color change due to exposure to sunlight or atmospheric contaminants greater than one unit as measured by the AATCC Gray Scale for standardized comparison of the extent of color differences, Shaw Industries 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 new Shaw Industries carpet. There will be no cash payment. The following prorated table will be used on valid claims by Shaw Industries Group, Inc.:

1st Year	100%	11th Year	80%
2nd Year	100%	12th Year	70%
3rd Year	100%	13th Year	60%
4th Year	100%	14th Year	50%
5th Year	100%	15th Year	40%
6th Year	100%	16th Year	30%
7th Year	100%	17th Year	25%
8th Year	90%	18th Year	20%
9th Year	90%	19th Year	15%
10th Year	90%	20+ Years	10%

*American Association of Textile Chemists and Colorists

Labor charges

During the first year of coverage under these Endura3 warranties, Shaw Industries, Inc., will arrange for a credit to your retailer for reasonable labor charges to repair or replace defective areas.

PLEASE NOTE: Shaw reserves the right to repair the defective area in question if restoration is practical. In such cases, repair will be effected in lieu of carpet replacement, at the sole discretion of Shaw.

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.

Pile distortion or roll crush is a temporary, correctable problem which is not considered a manufacturing defect.

Warranty service

If you think that there is a defect in your carpet that is covered by one of the Shaw warranties, 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 or do not receive satisfaction, write:

**Shaw Industries
Financial Services
P.O. Box 40
Mail Drop 026-04
Dalton, GA 30722-0040**

Be sure to include a full description of the problem, photos if available, proof of purchase showing the price paid for the carpet excluding pad and labor, and proof of periodic cleaning by hot water extraction.

A. Limitations on Your Shaw Warranties

Non-transferability

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

First quality products

Warranties are not applicable to carpet sold as second quality or used, or carpet sold at discontinued pricing or inventory sold as excess (discounted).

Improper installation

Improper installation can cause problems with your carpet. To ensure proper installation, your carpet should be installed in accordance with the Carpet & Rug Institute Installation Standard effective October 1, 2009. 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.

Improper maintenance or inadequate care

Your carpet requires routine maintenance. Please follow the recommendations described in Shaw's "Carpet Care and Maintenance" booklet. We are not responsible for damage to your carpet caused by improper maintenance or inadequate care.

Accidents, abuse, or abnormal wear

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

Pad failure

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. NOTE: Shaw recommends a pad with a thickness of 7/16" or less and minimum 6-lb. density for optimum performance. Firmer, thinner pads generally perform better.

Problems with moisture

Your Shaw warranties do not cover problems caused by wetting, flooding, or the persistence of excessive moisture. For immediate assistance, contact a certified water damage restoration specialist.

Changes in carpet color

Your Shaw warranties do not cover changes in carpet color resulting from external causes, such as fading due to sunlight or spills of household chemicals and other non-food and non-beverage substances.

Differences from samples

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

Replacement of discontinued carpet

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

Geographic locale

These warranties apply only in the United States and Canada.

Consequential or incidental damages

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 TERMS OF THE WRITTEN SHAW 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 Shaw.

B. Homeowner Obligations under the Shaw Warranties

In order to maintain and protect your coverage under the terms of your Shaw warranties, you must do the following:

1. Keep proof of purchase in the form of a bill, invoice, or statement from your Shaw retailer, showing the price you paid for the carpet, excluding pad and labor.
2. Install your carpet according to the guidelines outlined in the Carpet & Rug Institute Installation Standard effective October 1, 2009.

Professional Cleaning – Periodic professional cleaning of the overall carpet is highly recommended. The frequency of overall cleaning may vary depending on the level and type of traffic and the conditions to which your carpet is exposed. This may range from as little as 6 months to 24 months between cleanings. Your carpet should be properly cleaned at least once every 24 months to maintain its appearance and useful life. (See page 10 for more information.)

Routine spot removal – research has shown that many products sold for do-it-yourself spot removal clean poorly and their residues attract soil on the cleaned area rapidly afterward. The Carpet and Rug Institute's Seal of Approval program tests and certifies products that meet stringent standards and thus clean effectively, without damage to your carpet.



P.O. Drawer 2128
Dalton, GA 30722-2128

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