

10 Year Commercial Limited Warranty

This document details coverage and limitations for the following warranties provided by Signature Flooring for our carpet products when used for indoor commercial applications.

This warranty begins when the carpeting is purchased. The use of Signature Flooring branded adhesives is required to ensure optimum results and are the only approved adhesives warranted by Signature Flooring. Failure to use Signature Flooring adhesives will result in warranties being null and void. The carpet must be installed in accordance with Signature Flooring installation guidelines and specifications. The carpet must be maintained in accordance with Signature Flooring maintenance and care guide throughout the duration of the original installation.

The Ten Year Warranty is further limited to the period of time the carpet is owned and maintained by the original end-user purchaser. The basis for any warranty related claim is the original Signature Flooring invoice.

WARRANTY COVERAGE

- **Fiber - Abrasive Wear** - Signature Flooring warrants that, under normal use, carpet using our approved face fiber 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.
- **Backing - Integrity/Delamination** – Signature Flooring warrants that, under normal use, the secondary backing will not delaminate from the face carpet.
- **Colorfastness to Light** – Carpet will resist change in color due to light exposure as measured by AATCC Test Method 16E. Color change rating after 160 AFU's should be no less than a 3.0 rating using the International Gray Scale for color change.
- **Colorfastness to Atmospheric Contaminants** - Carpet will resist change in color due to atmospheric contaminants as measured by AATCC 164 and AATCC 129. Ozone shade change rating after five cycles should be no less than a 3.0 rating using the International Gray Scale for color change.

EXCLUSIONS AND LIMITATIONS – This warranty does not include:

1. Disfigurement or damage caused by abnormal use or any damage to the carpet not arising out of a manufacturing defect in the carpet, including such disfigurement or damage as tears, burns, pulls, cuts, floods, excessive alkalinity, excessive moisture, installation on stairs, damage resulting from improper cleaning agents or methods, neglect or damage in transit;



2222 SOUTH HAMILTON STREET, DALTON, GA 30721 1-800-809-7086

2. This warranty specifically excludes general soiling, discoloration, appearance change, due to pile distortion, and exposure to substances or contaminants which degrade or destroy nylon yarn or the color of the carpet. Also, this warranty specifically excludes carpet which has been surface treated with materials not recommended or approved by Signature Flooring, or which has been subjected to abnormal use or conditions or to cleaning agents or maintenance methods not recommended or approved by Signature Flooring;
3. Abuse by any athletic equipment such as roller skates, ski boots, or golf shoes;
4. Differential fading from shading, pile crush, dye lot differences, or soiling.
5. Any condition that would have been visible upon inspection prior to the installation;
6. Any condition resulting from other than ordinary wear or from any use for which the product was not designed; and
7. Any issues related to moisture and alkalinity in the substrate. Moisture and pH testing are not the responsibility of Signature Flooring. All issues related to moisture, including any carpet related issues are excluded from this warranty.

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, Signature Flooring may, at its sole option, replace the affected carpet or refund the proportional purchase price for the affected area. Signature Flooring 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 Signature Flooring product will be at the consumer's expense.

WHAT CONDITIONS APPLY

This warranty is only available if the Signature Flooring carpet has been properly installed using Signature Flooring installation guidelines and subjected to normal indoor use. Further, this warranty applies only to manufacturing defects, and does not cover (i) deterioration of carpet appearance, (ii) damage to the carpet, or (iii) failure of carpet installation that is not the result of a manufacturing defect.

This 10 Year Commercial Limited Warranty is subject to an equal prorated adjustment to reflect the value of the Owner's use of the carpet. This warranty is not transferrable.

Signature Flooring requires a seam sealer, properly applied, to minimize or prevent yarn from raveling and fraying at the seams.

Any moisture related testing (i.e. calcium chloride, relative humidity and pH) is not the responsibility of Signature Flooring and all issues related to moisture, including any carpet related issues, are excluded from this warranty.



2222 SOUTH HAMILTON STREET, DALTON, GA 30721 1-800-809-7086

NOTE: Relative Humidity results per ASTM F-2170 of 85 % or less and Calcium Chloride results per ASTM F-1869 of 5.0 lbs. or less with a pH of 9 is acceptable.

NOTE: Chair pads are required under roller castor chairs for this warranty to be in full effect.

Replacement carpet will be comparable to the original warranted product.

NOTE: The warranty is not transferable. It extends only to the original purchaser. Signature Flooring does not grant to any person or entity the authority to create for it any obligation or liability in connection with this product. Signature Flooring 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.

The remedies provided in connection with this limited warranty are expressly in lieu of any other remedies provided under any other express or implied warranty, including any warranty by model or sample and any implied warranty of merchantability or fitness, an of any other obligation on the part of Signature Flooring. This warranty supersedes any additional or inconsistent warranty(ies) set by any third party. No modifications of this warranty shall be effective unless in writing and signed by an authorized representative of Signature Flooring.

Note: Some States do not allow the exclusion or limitation of incidental or consequential damages or limitations on how long an implied warranty lasts. The above limitation or exclusion may not apply in some situations. This warranty provides the Owner specific legal rights, and the Owner may also have other rights which vary from state to state. Except for these rights, the remedies provided under this warranty state the limit of Signature Flooring responsibilities.

WARRANTY SERVICE

The original purchaser must submit notice of all claims under this warranty to Signature Flooring within a reasonable time after discovery of the alleged defect and within the specified warranty period. The original purchaser must submit a valid proof of purchase and a detailed description of the problem and or a photograph or sample that clearly shows the warranty problem. Claims must be submitted to:

Signature Flooring
Attention: Claims Department
2222 South Hamilton Street
Dalton, GA 30721

Signature Flooring will designate a representative to inspect the carpet in question and evaluate the warranty claim.



2222 SOUTH HAMILTON STREET, DALTON, GA 30721 1-800-809-7086