

CARPET TILE

LIMITED LIFETIME WARRANTY

This document details coverage and limitations for the following lifetime warranties for Signature's Carpet Tile flooring.

Signature's carpet tile is a high performance vinyl composite. The following is the Lifetime Commercial Limited Warranty issued by Signature for our High Performance Vinyl Composite. This Lifetime Commercial Limited Warranty begins when the carpeting is purchased. The carpet must be installed in accordance with Signature installation guidelines and specifications. The carpet must be maintained in accordance with Signature maintenance recommendations and such maintenance continues throughout the duration of the original installation. Lifetime is defined as the period of time during which the product is owned and maintained by the original end-use purchaser in the original indoor installation location. The use of Signature primers and adhesives or approved alternatives is required. Failure to conform to these requirements will result in loss of limited warranty coverage.

WARRANTY COVERAGE

- **DELAMINATION INTEGRITY** - For the life of the carpet, the carpet will not delaminate from the secondary backing. Warrants under normal use that the secondary backing on carpet coated with our high performance vinyl composite tile backing will not delaminate from the face carpet for the lifetime warranty period.
- **TUFT BIND** - For the life of the carpet, the carpet will provide superior tuft bind in high traffic environments.
- **EDGE RAVEL** - Warrants under normal use that the carpet coated with our high performance vinyl composite tile backing will not edge ravel for the lifetime warranty period.
- **STATIC CHARGE** - For the life of the carpet, the carpet will not product static charges in excess of 3.0KV when tested under the standard AATCC-134 test method.
- **WEAR** - For the life of the carpet, the carpet will retain at least 90% by weight of pile fiber.

EXCLUSIONS & LIMITATIONS – This warranty does not include:

This warranty is only available if the Signature carpet tile has been properly installed and subjected to normal indoor use. Further, this warranty applies only to manufacturing defects, and does not cover

1. Deterioration of carpet appearance
2. Damage to the carpet
3. Failure of carpet installation that is not the result of a manufacturing defect
4. By way of example, without limitation, this warranty does not cover: tears, cuts, pulls, burns, pile crush or shading variations (conditions that are not manufacturing defects)
5. Dye lot differences,
6. Exposure of carpet to excessive sunlight,
7. Installation of carpet on stairs
8. Any wear or damage resulting from abnormal use or abuse
9. Use of athletic equipment (e.g. roller skates, golf shoes, ski boots, etc.)
10. Inadequate roller casters on chairs
11. Use of improper cleaning agents or maintenance methods,
12. Installation or maintenance not in strict compliance with Signature's recommended procedures
13. Chair pads are recommended

WHAT CONDITIONS APPLY

Moisture and pH testing are not the responsibility of Signature, and issues related to or arising from excessive moisture and/or pH are specifically excluded from this warranty except as expressly set forth herein and in Signature's installation instructions. This warranty does not cover any problems or damages arising from or related to the use of adhesives or non-recommended installation techniques or conditions. Chair pads are not required, but are recommended for optimum textural performance. Absent the use of chair pads, more intensive maintenance will be required for areas in direct contact with chair caster traffic and some degrees of appearance change is to be expected.

Signature, at its option, may designate a representative to inspect the carpet and/or have the carpet tested by the fiber manufacturer or an independent testing firm. If the inspection or independent testing reveals that the carpet has not performed as warranted above, then Signature will, at its option, (i) repair the affected carpet to conform to this warranty, (ii) install new carpet of comparable quality from our current running line to replace the affected carpet, or (iii) if replacement is not possible or commercially practicable, compensate the owner for the actual replacement cost of the yardage contained in the affected area.

“Replacement cost” means the cost of (i) replacement Signature carpet of comparable quality in a yardage sufficient to cover the affected area, (ii) freight to the installation site, (iii) materials necessary for installation, and (iv) installation of the replacement carpet. All other costs, including the cost of removing equipment, furnishings, partitions or anything else installed or placed over the carpet, are the responsibility of the owner. These are the exclusive remedies under the limited lifetime warranty set forth above. Subject to the above warranty limitations and Owner’s obligations, Signature shall at its sole discretion, repair or replace the affected carpet or refund the proportional purchase price for the affected area. Any replacement will be made with a comparable product selected by Signature from the current Signature running line. Signature’s obligation shall not include the reimbursing of any indirect costs or incidental or consequential damages, however incurred. By way of example and not limitation, damages arising from the interruption of use of the spaces affected or expenses in removing furniture or equipment from the affected area shall not be included in its obligation. If repair or replacement is required, Signature reserves the right to utilize an independent qualified labor provider or Signature Field Technical personnel.

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 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, Signature means ones that the law presumes to have been given by the seller even though they are not set out in writing.

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 the original owner.

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.