



Standard Back Limited 10 Year Warranty

We extend certain warranties, which cover products manufactured with Standard Back. These warranties protect the original purchaser against performance deficiencies in specific categories. The length of time covered by each warranty listed below is for the useful life of the carpet, provided that (1) the carpet is direct glue down and installed in accordance with our carpet installation instructions, and (2) the carpet is maintained in accordance with our carpet maintenance instructions.

NOTE: *The use of Commercialon® Premium Carpet Adhesive and Commercialon® Premium Carpet Seam Sealer is required and the appropriate amount of adhesive must be ordered with carpet to receive the 10-Year material warranty. Failure to order adhesive will result in the warranty period being reduced to one (1) year.*

Warranties

For carpet backed with Standard Back, the following warranties apply:

10-Year Wear – Carpet will retain a minimum of 90% of its face fiber from ordinary use within 10 years of original purchase date. Wear is defined as actual loss of fiber due to abrasion from the surface pile of the carpet.

Should our Standard Back product fail to perform as warranted above, we will resolve the deficiency at its discretion by one or more of the following methods at no charge for materials, freight and labor; A) repair the affected area, B) replace the affected area with comparable product, or C) refund the full purchase price of the product in affected areas. If carpet is to be replaced, areas must be cleared at the customer's expense of all equipment, furnishings, partitions, and similar materials that may have been placed over the carpet subsequent to completion of the original installation. In the event replacement is to be made for carpet which is not a current product manufactured by us, replacement will be made with a comparable style from the current product line.

Exclusions

This warranty does not cover any disfigurement or damage caused by the following factors or equipment:

1. Unsatisfactory transit or improper storage.
2. Abnormal or improper use such as athletic surfaces, outdoor installation, installation on stairs, or use other than a conventional floor covering.
3. Placing excessively heavy equipment on carpet.
4. Tears, burns, pulls, and cuts.
5. Improper cleaning agents, methods, or general soiling.
6. Failure to follow our published installation guidelines or improper installation.
7. Athletic equipment such as roller blades, ski boots, or spiked athletic shoes of any kind.
8. Accidental flooding and acts of God.
9. Failure to purchase and use Commercialon Premium Carpet Adhesive and Commercialon Premium Carpet Seam Sealer will result in the warranty period being reduced to one (1) year.

For J+J Flooring products: J+J Flooring Customer Relations Department at 800-241-4586

For EF Contract products: EF Contract Customer Relations Department at 800-451-1250

For Pentz products: Pentz Technical Service at 866-706-9745 x8407