RESIDENTIAL RESILIENT WATERPROOF PRODUCTS LIFETIME LIMITED WARRANTY

Shaw Industries, Inc. ("the Company") warrants its resilient waterproof flooring products under this Residential Limited Warranty when used in the proper fit for use indoor Residential applications with light to moderate foot traffic.

The warranty belongs to you, the original end-use purchaser, and begins when you purchase the resilient and extends for the limited warranty period stated above. The basis of any warranty related claim is the original "Company" invoice or authorized "Company" dealer.

The resilient waterproof flooring must be installed in accordance with the Company's installation guidelines and specifications. The product must be maintained in accordance with the Company's maintenance (resilient care) recommendations and such maintenance (resilient care) continues throughout the duration of the original installation. Damage resulting from a failure to follow installation and cleaning/maintenance guidelines will not be covered under this warranty.

Installation guidelines, specifications, and resilient care recommendations can be obtained from your dealer. For additional information, please see the bottom of this page.

Shaw products are not warranted against squeaking, popping or crackling. Some squeaking, popping, or crackling is possible when installed using floated methods.

WHAT THE WARRANTY COVERS

- **Manufacturing Defects** – The Company warrants that the floor plank or tile will be free from manufacturing defects during the period of this warranty. Manufacturing defects include delamination, core voids, thickness variation, and dimensional stability defects. Dimensional stability related defects are defined as dimensional changes in the width and/or length of the product greater than the tolerances as defined in ASTM F2199. Thickness variation is defined as thickness exceeding the thickness tolerance as defined in ASTM F386.
- **Wear** – The vinyl layer of the floor plank is warranted not to wear through under normal residential use during the period of this warranty. Gloss reduction, scratches and dents in the finish are not considered surface wear and are not covered under the warranty. Wear through is defined as wear due to light to moderate foot traffic will not wear through to the pattern layer of the product.
- **Limited Lifetime Structural Warranty** - Upon determination of a valid manufacturing defect, credit will be issued to the dealer and will be good toward the purchase of a replacement. When a defective product is installed, credit applies to material only and does not include labor since it is the responsibility of the installer to determine suitability of material prior to installation. Should a problem attributable to a manufacturing defect develop after flooring is installed, the cost of labor for repair will be covered by the Limited Lifetime Structure Warranty.
- **Limited Lifetime Petproof Warranty -** The Company warrants that your luxury vinyl floor will resist staining caused by pet (domestic cat or dog) stains, including urine, feces, and vomit. Stain resistance means the ability of your floor to resist (i.e., minimize or withstand) permanent stains for as long as you own your floor. 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.
    - The Limited Petproof Warranty DOES NOT COVER: Any urine, feces, or vomit stains other than pet.
- **Limited Lifetime Waterproof Warranty** – This warranty covers topical moisture as long as the water does not flow over the edge of the surface (edge of the room, cut boards, etc.). The Company warrants that for the lifetime of stated warranty period from the date of original purchase, your Shaw product will not swell, cup or crack due to:
    - Normal cleaning practices (see care and maintenance document for additional information)
    - Moisture due to everyday household spills (see care and maintenance document for additional information)
    - Normal moisture levels from subfloor when exposed to such conditions (see installation instructions document for additional information)
    - While moisture will not affect the product's integrity, it is possible that, when excessive moisture accumulates in buildings, subfloors, or on building materials, mold (and/or) mildew growth can occur - particularly if the moisture problem remains undiscovered or unaddressed. In addition, such excessive moisture levels can cause the ends and/or sides of the product to lift/flare due to the vapor pressure from underneath. Such damage from excessive moisture levels (as outlined in the installation instructions document) are not covered by this warranty. All sources of subfloor moisture should be remedied prior to installation.
- **No Acclimation** – The Company warrants the floor plank or tile can be installed without allowing the product to achieve room temperature as long as the building where product will be installed is acclimated and climate controlled as according to the installation guidelines.

WHAT CONDITIONS APPLY

For jobsite and floor preparation conditions, see product specific installation guidelines. Any moisture related testing (i.e. relative humidity, pH, and calcium chloride) is not the responsibility of the Company and all issues related to subfloor moisture, including

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any product related issues, are excluded from this warranty. Chair floor protectors are recommended to inhibit premature wear of the surface of the resilient. Replacement resilient will come from current running-line products comparable to the warranted product.

Your warranty does not cover the following: damage caused by improper installation and/or maintenance; differences in color between products and samples or photographs; problems arising from excessive moisture, alkali or water pressure from the sub floor, floods, indentation from improper loading including heavy static loads, high heels, spiked shoes, rolling loads, chairs or other furniture not using floor protectors; cracking, warping, soiling, fading, improper maintenance or abuse caused by items such as roller skates and/or golf shoes; surface scratches, changes in shading, texture and/or gloss during use; damage caused by chemically reactive material, adhesive or tape, dye, mold, stains, spillage, burns, gouges, scratches, indentations, accidents, abuse or any harsh scouring pads while buffing; damage due to U.V. light and thermal heat sources or damage to floor caused by flooring that is installed using the floating method that subsequently is heated to temperatures above those specified in the product specific installation instructions.

WHAT IF YOU NEED WARRANTY SERVICE

You, the original purchaser, will contact your authorized Company dealer and/or Sales Representative for warranty or claim service. Please provide a valid proof of purchase and a detailed description of the issue, along with photographs showing the concern. Samples should be submitted for testing when available.

Dealers/Shaw Sales Representatives will file a claim via www.shawnow.com and submit the information you provided. A Shaw claims representative will thoroughly evaluate your claim.

Claims contact information: Shaw Industries Financial Services, PO Box 2128, Dalton, GA 30722 - 1-800-257-7429.

WHAT WE WILL DO

Replacement resilient will come from current running-line products comparable to the warranted product.

- Within One Year: Claims on defects of this product as covered by this warranty that are reported in writing within one year of purchase, Shaw will arrange a credit based on the original purchase of the product or replace the product. Reasonable labor costs are included.
- Between Year One-Two: Claims on defects of this product, as covered by this warranty, that are reported in writing after one year but within two years of purchase, Shaw will arrange a credit based on the original purchase of the product or replace the product. Shaw will pay 50% of reasonable labor costs.
- After Year Two: Claims on defects of this product, as covered by this warranty, that are reported in writing after two years of purchase and within the specified warranty coverage term, Shaw will arrange a credit based on the original purchase of the product or replace the product. Labor costs are not included.

Should a defect covered under this warranty be found, the affected area will be repaired to conform to the warranty. If repair is not practical, the Company may, at its sole option, replace the affected resilient or refund the proportional purchase price for the affected area. The Company will pay the reasonable costs for freight and labor. Any additional costs incurred will be at the consumer's expense.

NOTE: The warranty is not transferable. It extends only to the original end use purchaser. Shaw Industries Inc. does not grant to any person or entity the authority to create for it any obligation or liability in connection with this product. Shaw Industries Inc. 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, including an implied warranty of merchantability or fitness for a particular purpose, 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.

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