

# SOUTHWIND

## CARPET & HARD SURFACE

**Indoor/Outdoor Carpet**  
3-Year Limited Warranty Information

### **3-Year Limited Manufacturing Warranty**

Southwind Carpet and Hard Surface extends a 3-year limited warranty to the original purchaser or user of Southwind carpet in owner-occupied residential indoor and outdoor applications. This carpet is warranted from manufacturer's defects for three years for indoor and outdoor owner-occupied residential use from the date of purchase.

#### **WHAT IS NOT COVERED:**

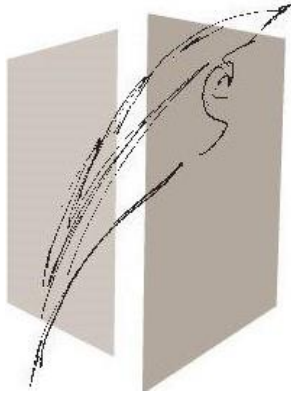
- Carpets used incorrectly or under improper conditions
- Carpets damaged by improper care and use, including but not limited to: burns, cuts, tears, indentations, and appliance damage.
- Moisture, alkaline, or hydrostatic pressure damage from subfloor.
- Identifiable surface stains.
- Difference in the color between samples or photographs and the actual carpet.
- Any application other than owner-occupied indoor and outdoor residential use.
- A slight off-register that can occur due to the nature of cutting.

To file a warranty claim, **Contact the original supplier where the flooring was purchased.** All warranty claims must be submitted in writing through the original retailer and must include a copy of the original purchase receipt. Additional information may be requested by the manufacturer, Distributor or Retailer regarding details included in this warranty.

\*For additional assistance please email our claims division at [claims@southwindcarpet.com](mailto:claims@southwindcarpet.com)  
Fax # 706-677-8702 or call 800-272-2808

Southwind Carpet and Hard Surface will respond promptly to any notification of a warranty claim, but reserves the right to inspect and test the carpet. Southwind Carpet and Hard Surface makes no warranty of merchantability or fitness for a particular purpose. The sole remedy provided by these warranties or any implied warranty is replacement remedies for incidental or consequential damages are expressly excluded. Some states do not allow the exclusion of limitation incidental or consequential damages, so the above limitations may not apply to you. This warranty gives you specific legal rights and you may also have other rights, which may vary from state to state. This warranty specifically excludes stairs, as application on stairs is not advised.

**IMPORTANT NOTE:** Store tiles in the room you plan to install for 24 hours at a minimum of 50-degrees during and for 48 hours after installation.



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### Indoor/Outdoor Carpet 3-Year Limited Warranty Information

#### 3-Year Limited Fade and Wear Warranty

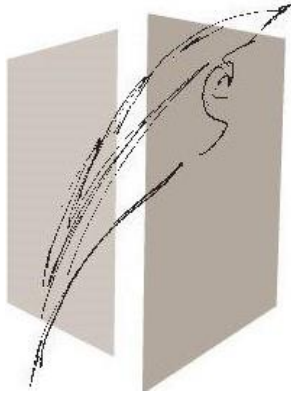
Southwind Carpet and Hard Surface PET nonwoven, needle-punch fiber, made from 100-percent plastic drinking bottles, is a denser polymer fiber that prevents stains from setting and is resilient to traffic pattern wear. Colors are solution-dyed throughout the entire fiber for extremely vibrant colors and enduring fade resistance during the duration of the limited warranty period.

Southwind Carpet and Hard Surface warrants that when our Indoor/Outdoor carpets are properly installed in an owner-occupied residential setting, they will not wear more than 10-percent due to fiber loss under normal use or exhibit ultra violet degradation of the fibers (also referred to as fade) to the carpet as a result of sunlight exposure during the duration of the warranty period.

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#### 3-Year Limited Stain and Soil Warranty

Southwind Carpet and Hard Surface warrants that our carpet will resist stains from most household food and beverages for three years from the original date of installation, excluding those with strongly colored natural disperse dyes, such as those found in some brands of mustard, herbal tea, and red wine. Stain resistant properties may be affected by exposure to very hot substances and this limited warranty excludes any stains that may occur under this condition, such as hot beverages. Non-food stains are also excluded under this limited warranty, including, but not limited to hair dyes, shoe polish, paints, and other materials which change or destroy carpet color such as bleaches, acne medications, drain cleaners, plant food, iodine, vomit, urine or feces other than pet (domestic dog or cat) urine or feces.

Any carpet may change color due to dry soil accumulation caused by foot traffic. Southwind Carpet and Hard Surface warrants our Indoor/Outdoor carpets will not have “noticeable color change” (as defined below) due to dry soil deposits as a result of foot traffic from normal, indoor and outdoor owner-occupied residential use and permanent noticeable color change that cannot be removed using Southwind Carpet and Hard Surface recommended carpet care and cleaning methods.

Noticeable color change is defined as change greater than 3 using standardized rating scales (Grey Scales- AATCC Evaluation Procedure 1 or equivalent in the U.S. or via Test method 121 in Canada).

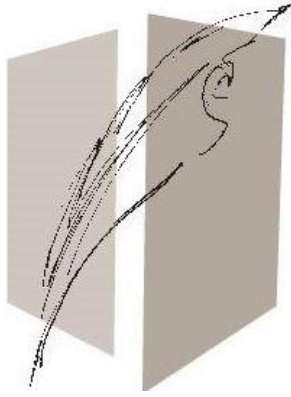
This limited warranty does not cover color changes due to grease, mud, asphalt, tar, paints, ink, rust, blood, cement, materials that permanently destroy dyes or alter colors such as bleaches, acne medications, drain cleaners, and plant food, urine and feces other than pet (domestic dog and cat) urine and feces, vomit, appearance or color changes due to burns, pets, cuts, shading, or pile reversal, furniture depressions, or athletic equipment. Following the Southwind Carpet and Hard Surface care and cleaning procedures is essential to minimize staining and dry soil color change.

This limited warranty does not cover odor.

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