



Lifetime Stain Proof No Exceptions™ Limited Warranty

The manufacturer warrants that this carpet will not permanently stain from substances typically found in homes or offices during the useful life of the carpet, provided that the carpet is properly installed and maintained indoors according to the manufacturer's maintenance and installation recommendations (see general warranty details below).

A stain is defined as an irreversible localized color change rated less than 3.0 on the AATCC Gray Scale for Evaluating Staining (1.0 = more change; 5.0 = less change).

This warranty excludes willful damage including burns, water damage and reappearing (wicking) spots. In addition, substances that degrade or destroy the carpet fibers are also excluded from warranty coverage.

This warranty is not a cleaning contract. The consumer must establish and implement a pre-planned preventative maintenance program immediately after installation of the carpet (see maintenance section below).

Claims submitted to the manufacturer under this warranty must include a letter and a receipt from a professional carpet cleaner describing the affected area and the cleaning procedures applied, with a statement that the stain could not be removed. If after professional cleaning, the stain is tested and the affected area is found to have a rating of less than 3.0 on the AATCC Gray Scale for Evaluating Change in Color, the manufacturer will designate a professional carpet cleaner to attempt to remove the stain. If the second professional cleaning removes the stain, the consumer must pay for this service. If the manufacturer determines that the affected area remains unsatisfactory, and that all warranty conditions have been met, the manufacturer will compensate the owner on a pro rata basis for: (1) the original material cost of the carpet for the area directly affected, and (2) a reasonable installation allowance.

General Warranty Details

- **Warranty Coverage**

The manufacturer will repair or replace the portion of the carpet that does not perform according to our warranties. If all warranty conditions have been met, the manufacturer will compensate the owner pro rata for the original cost of the carpet for the directly affected area and a reasonable installation allowance. Reasonable re-installation costs are limited to \$5 per square yard or \$100 when the area is less than 20 square yards. Any charges for carpet disposal, new padding or moving furniture, equipment, etc. are the responsibility of the owner.

- **Installation**

The carpet must be installed in accordance with the Carpet & Rug Institute Carpet Installation Standard 2009. Seam sealing is mandatory on all installations. Power stretching is mandatory on all stretch-in installations.

Installation Recommendations:

http://blueplanetcarpet.com/bp_installation_maintenance.pdf

http://www.carpet-rug.org/pdf_word_docs/CRI_Carpet_Installation_Standard_2009.pdf

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Blue Planet
sustainable style

Lifetime Stain Proof No Exceptions™ Limited Warranty Continued

Maintenance

The carpet must be maintained and cleaned in accordance with the manufacturer's recommendations as outlined in "Carpet Maintenance Guidelines for Commercial Applications" by The Carpet and Rug Institute. Daily spot cleaning and vacuuming of traffic areas, weekly vacuuming of all areas and periodic steam cleaning are all an integral part of any pre-planned routine and ongoing commercial maintenance program. Do not over-wet the carpet when cleaning. Allow carpet to dry thoroughly before exposing to traffic. When cleaning spots never pour solvents directly on the carpet, apply to a cloth and blot carefully.

Maintenance Recommendations:

http://blueplanetcarpet.com/bp_installation_maintenance.pdf

http://www.carpet-rug.org/pdf_word_docs/040504_CM_Guidelines.pdf

- This warranty is prorated based upon a typical useful life of 15 years and is non-transferable. It excludes the effects of improper installation, maintenance and willful damage.
- The consumer shall reasonably cooperate with the manufacturer in its efforts to honor and perform its obligations under this warranty.