WARRANTY

LIMITED STAIN WARRANTY (15 YEAR) *

- During the warranty life, if a covered stain cannot be removed using the above directions (including professional cleaning), The Home Depot will coordinate replacement for the affected area only with identical carpet or carpet of comparable value. These warranties are limited to stains caused by most common foods and beverages.
- The following stains are excluded from this warranty:
  - Household substances including, but not limited to: cosmetics, bleaches, inks, etc.
  - Foods and beverages that contain strongly colored dyes
  - Pet or human stains such as vomit, blood, urine, etc.
  - Foot traffic deposits such as, but not limited to: grease, asphalt, tar, soot, cement.
  - Color changes due to fading.

LIMITED WEAR WARRANTY (15 YEAR) *

- During the warranty life, your carpet will not lose more than 10% of the fiber due to abrasive wear in any one area. If your carpet is determined to have lost more than 10% of its fiber, The Home Depot and the carpet manufacturer will coordinate replacement for the affected area only with identical carpet, or carpet of comparable value. Fiber is measured in terms of "face weight," and is defined as the number of ounces of fiber in a square yard of carpet. Due to several processes involved in manufacturing, the actual face weight may reflect a variance of up to 7% from the store display and sample.
- Limited Wear Warranties exclude:
  - Damage caused by improper cleaning methods. For additional care and maintenance details for your carpet, please reference the Carpet Care & Maintenance Guide or visit www.carpet-rug.org.
  - Damage caused by tears or pulls from furniture or the use of inappropriate pad
  - Carpets installed outdoors, on stairs, in bathrooms, kitchens, garages, etc.

LIMITED TEXTURE RETENTION WARRANTY (15 YEAR) *

- During the warranty life, the surface of your carpet will retain its texture. Texture retention is the ability of carpet to retain its visible shape and not burst, bloom, open or lose twist. If your carpet fails to maintain a texture retention rating of at least 2.5 for the specified warranty life, The Home Depot will coordinate replacement for the affected area only with identical carpet, or carpet of comparable value at time of replacement. For details on how to measure texture retention, please visit www.carpet-rug.org.
- Limited Texture Retention Warranties exclude:
  - Carpets installed over pad not purchased from The Home Depot
  - Carpets installed outdoors, on stairs, in bathrooms, kitchens, garages, etc.
  - Damage caused by pets (physical damage caused by clawing and scratching)

CARPET CARE & MAINTENANCE

- To maintain the appearance of your new carpet, please refer to our Carpet Care & Maintenance Guide
- Note: Professional cleaning using a hot water extraction cleaning method, or a CRI certified deep cleaning extractor is required every 12-18 months for coverage of limited warranties.
  - Receipts must be kept to validate proof of professional cleaning and dated images/videos are required if carpet is self-cleaned with a CRI certified deep cleaning extractor.

TERMS FOR WARRANTY

- All limited warranties only apply to carpet purchased from The Home Depot on or after 1/1/2019 and installed in owner-occupied residences where no commercial activity takes place, including rental or day care. These warranties exclude carpet which has been subject to commercial use, abnormal use or conditions, any type of abuse, vandalism, or damage by smoke, fire, storm, flood, hurricane, wind, lightning or any natural disaster. Any repair or replacement under these limited warranties will be coordinated by The Home Depot and will be limited to the affected area only. To qualify for warranty coverage, all carpet purchased from The Home Depot must be installed over carpet pad which meets the HUD UM 72a, Class 2 standards. These HUD standards set minimum standards for carpet pad for density (lb./ft.), thickness (in.), weight (oz./sq. yd.) and other physical characteristics which determine performance. These limited warranties are conditioned upon your compliance with recommended carpet care and cleaning procedures and are voided if those procedures are not followed.
- We reserve the right to limit quantities to the amount reasonable for our regular customers. In the event of an error, we will make every reasonable effort to accommodate our customer. Details on any product warranty available at store. ©2018 Home Depot Product Authority. All rights reserved.
- For warranty claims, contact your local Home Depot store.

*** PRORATION SCHEDULE (STAIN AND WEAR WARRANTIES)**

YEAR	PRORATION	YEAR	PRORATION
1	100%	9	90%
2	100%	10	90%
3	100%	11	80%
4	100%	12	60%
5	100%	13	40%
6	100%	14	20%
7	100%	15	10%