Warranty

Residential Resilient LVP / LVT Products
Limited Warranty

Products

Shaw Industries, Inc. (Shaw) warrants the Shaw LVP / LVT floor products to be free from manufacturing defects for a specified length of time from the date of purchase as set forth below.

Replacement/Repairs

Shaw reserves the right to repair any floor and/or to use its own source to obtain an installer for replacement flooring. If Shaw repairs or replaces a floor as a result of a warranty claim, it is the customer's responsibility to clear any items, at their own expense, any items placed over the affected areas subsequent to the original installation. In the event that Shaw repairs a floor, this warranty shall remain in effect with respect to such floor.

Coverage

This warranty covers manufacturing defects, delaminating, loss of original pattern and color due to fading or wear, when the flooring is subject to normal residential use, provided the flooring covered by this warranty is installed and maintained according to the instructions included in the sold package. All StaTite floating product joints are warranted to be 'Water Tight'.

Terms for Warranty

Within One Year— If a defect covered by this warranty is found and reported to the merchant from which the floor was purchased in writing within one year of purchase, Shaw will supply new flooring material of similar color, pattern and quality to replace the defective area. Shaw will also pay reasonable labor costs if professional installation was paid for when the floor was originally installed.

Within Two Years — If a defect covered by this warranty is found and reported to the merchant from which the floor was purchased in writing after one year but within two years of purchase, Shaw will supply new flooring material of similar color, pattern and quality to replace the defective area. Shaw will also pay fifty percent of reasonable labor costs if professional installation was paid for when the floor was originally installed.

After Two Years — If a defect covered by this warranty is found and reported to the merchant from which the floor was purchased in writing after two years but within the warranty period specified below, as applicable, Shaw will supply new flooring material of similar color, pattern and quality to replace the defective area. Shaw will not pay labor costs. In case of questions regarding the terms for warranty, please contact our Shaw Information Center at # 1 .800 .441 .7429.

Exclusions

The following are not covered by this warranty:

- Darker, solid colors naturally show more scratches and dirt and require more maintenance. We cannot warrant the product against such claims.
- We will not accept shading claims for an overall white floor with touching white planks or tiles.

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- Damage caused by fire, flood, moisture intrusion caused by emissions from subfloor, intentional abuse, damage caused by vacuum cleaner beater bar, indentations or damage caused by improper rolling loads, chairs or other furniture not using proper floor protectors or caster wheels, and cutting from sharp objects, asphalt staining and staining from rubber mats, surface scratches, changes in color or sheen appearance when exposed to a natural light source, exterior application or loss due to inconvenience, loss of time, incidental expenses or consequential damages.
- Minor shading, color or texture differences between samples and delivered product
- This warranty is void if prior to installation, Shaw floors are not acclimated to room temperature (between 65°F and 85°F) at job site between 24 and 48 hours and if post-installation, Shaw floors are not continuously maintained at such temperature.

Warranty Owner

This Warranty applies only to a resident homeowner who is the original purchaser of the Shaw LVP / LVT floor products, not to any subsequent homeowner. For details please contact our customer support department. This warranty shall not include loss of time, inconvenience, incidental expenses (such as telephone calls, labor and/or materials) incurred in the removal or reinstallation of the affected material, and any other incidental or consequential damages.

Implied Warranties

Please note - The warranty is not transferable. It extends only to the original end-use purchaser. Shaw does not grant to any person or entity the authority to create for it any obligation or liability in connection with this product. Shaw 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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How to File a Claim

The Shaw Information Center provides information about proper installation and maintenance of your Shaw flooring. If you have other questions, please feel free to write or call us.

If you think that there is a defect in your flooring that is covered by this Shaw warranty, you must notify the Shaw retailer who sold you the flooring. Your retailer will be able to file the claim with Shaw for you. If you are unable to contact your retailer or do not receive satisfaction, write:

Shaw Industries Financial Services
P.O. Box 2128
Mail Drop 026-04
Dalton, GA 30722-0040

www.shawnow.com

Be sure to include a full description of the problem, photos if available, proof of purchase showing the price paid for the flooring excluding pad and labor.

How to contact the Shaw Information Center

1.800.441.7429 or
www.shawfloors.com/customer-care/contact-us

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