Understanding our warranties[¥]

Look for the highlighted box to determine the carpet's warranty level. The Home Depot offers Select, Deluxe, Premium and Platinum Plus warranties—coverage varies depending on your warranty level. Each warranty covers three component areas—abrasive wear, stain and soil, and texture retention. The Home Depot even offers a lifetime installation warranty[¥¥] on all carpets professionally installed.

[¥], [¥¥] See pages 23–24 for warranty details. All warranties require professional carpet cleaning once per year.

SELECT WARRANTY

- 5 year abrasive wear warranty
- 5 year stain warranty

DELUXE WARRANTY

- 10 year abrasive wear warranty
- 5 year stain warranty
- 5 year texture retention warranty

PREMIUM WARRANTY

- 15 year abrasive wear warranty
- Limited lifetime stain warranty
- 7 year texture retention warranty

PLATINUM PLUS WARRANTY

- 25 year abrasive wear warranty
- Limited lifetime stain and soil warranty
- 25 year texture retention warranty

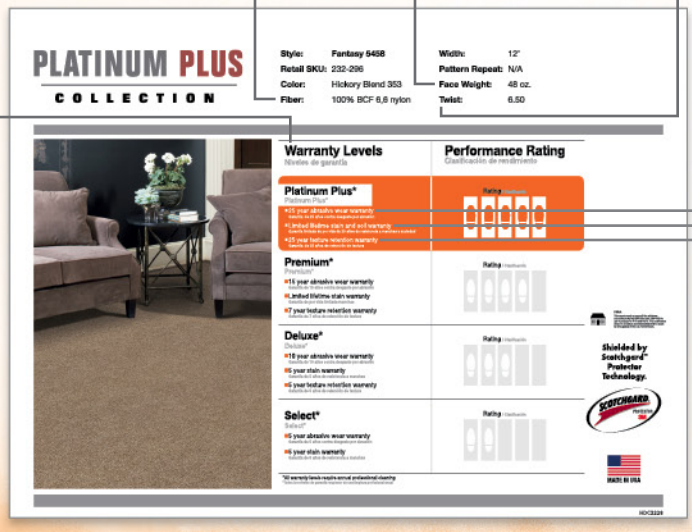
Understanding our carpet label

All of our carpet labels are designed to make it simple for you to identify the fundamental aspects and features of every carpet we sell. You can use the carpet label to get a quick overview of each carpet or you can compare everything individually, from fiber content to warranty level.

FIBER What the carpet is made of (see page 8 to learn more)

FACE WEIGHT The weight of fiber (in ounces) per square yard of carpet (a higher number indicates greater density and thickness)

TWIST The number of times each fiber is twisted per linear inch (the higher this number, the better the durability and resiliency)



ABRASIVE WEAR
Covers against fiber loss from normal foot traffic/wear—affected areas will be replaced

STAIN AND SOIL
Covers against stains that can't be removed or color change—affected areas will be professionally cleaned or replaced. To learn how to protect your carpet from stains and spills, visit **carpet-rug.org**

TEXTURE RETENTION
Covers against loss of twist from normal foot traffic/wear—affected areas will be replaced

TO SEE WHY OUR CARPET IS CLEARLY BETTER,
go to **homedepot.com/carpet**

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WARRANTY DETAILS

CARPET CARE AND MAINTENANCE

1. Vacuum frequently—minimum of two times per week.
2. Clean spills promptly. Immediately scoop up as much of the spill as possible. Then blot—do not rub—area with a white cloth and warm water. Always work from outer edge of stain or spill toward center to avoid spreading.
3. Professional cleaning once every 18 months is required for coverage of limited warranties. Carpet cleaning technician uses a hot water extraction cleaning method. The Home Depot recommends professional cleaning once every 12 months to keep your carpet looking its best.
4. For recommended care and maintenance of your carpet please follow the Carpet and Rug Institute guidelines located online at **www.carpet-rug.org**.

LIMITED STAIN AND SOIL WARRANTY

*During the applicable warranty period, if the surface pile of your carpet becomes stained and the stain cannot be removed using procedures recommended in this brochure, a The Home Depot Associate will coordinate service for qualified stains (subject to limitations listed). This warranty also covers noticeable color change in surface pile of carpet due to the accumulation of dry soil as a result of foot traffic from normal, indoor household use which cannot be corrected. Noticeable color change is defined as a change less than 3 using standardized rating scales (AATCC Evaluation Procedure 1 Grey Scale for color). If covered stains or soil discoloration cannot be removed, The Home Depot will coordinate replacement for the affected area only with identical carpet, or carpet of comparable value. Stain and soil warranty service is limited to stains caused by most common foods and beverages, and color changes due to deposits of dry soil as a result of foot traffic from normal indoor household use, which cannot be corrected. No carpet is fully stain-proof. Therefore, neither The Home Depot nor its carpet manufacturers extend warranty coverage to any of the substances or causes of damage identified below:

- Non-food and non-beverage substances including, but not limited to: cosmetics, bleaches, inks, etc.
- Foods and beverages that contain strongly colored natural dyes as found in but not limited to: mustard, coffee, herbal tea, curry powder, turmeric, etc.
- Substances that destroy or change color of carpets, including but not limited to: stains caused by dyes, bleaches, acne medications, drain cleaners, plant foods, etc.
- Pet or human stains such as vomit, blood, urine, feces, etc.
- Foot traffic deposits from grease, asphalt, tar, soot, cement; appearance or color changes on stairs or damage due to burns, tears, cuts, pulls, shading or pile reversal, furniture depressions or damage done by athletic equipment.

LIMITED WEAR WARRANTY

*During the applicable warranty period, your The Home Depot carpet will not incur fiber loss from abrasive wear by more than 10% in any area. "Fiber loss from abrasive wear" is defined as actual loss of fiber, due to abrasion, from the surface pile of the carpet and does not include damages caused by, or resulting in, tears, pulls, cuts, pilling, shedding, burns, pets, fuzzing, matting, crushing, pile reversal, fading, improper cleaning, improper installation, or defective construction. Damage caused by improper cleaning methods and materials is also excluded. Fiber loss is determined by comparison to non-traffic areas. If your carpet is determined to have lost 10% or more of its fiber due to abrasive wear, The Home Depot will coordinate replacement of the affected area only (area extending to the nearest wall, doorway, or entrance) with carpet of comparable value. Carpets installed outdoors, on stairs, in bathrooms, kitchens, or in areas subject to other than normal foot traffic are not covered by this warranty. Face Weight is the number of ounces of fiber in a square yard of carpet. Face weight is measured as tufted pile yarn weight according to the ASTM (American Society for Testing Materials) method D-418. Due to several processes involved in manufacturing, such as shearing, the actual finished face weight may reflect a variance of up to 7%. The weight is determined, compensating for the factor of commercial moisture regain, as defined in ASTM D-1909. The ASTM measurements are accepted industry norms and the most accurate means of determining face weight.

Style_____Color_____Manufacturer_____Date Purchased_____

Warranty Level ❑ Select ❑ Deluxe ❑ Premium ❑ Platinum Plus

LIMITED TEXTURE RETENTION WARRANTY

*During the applicable period of your warranty, the surface pile of your The Home Depot carpet, when installed over The Home Depot recommended carpet cushion, and under ordinary foot traffic, will retain its texture without tufts losing twist, bursting, blooming, or opening. Texture retention is the ability of carpet tufts to retain their visible shape, and not burst, bloom, open, or lose twist, and is measured by using an international standardized rating scale ranging from 5 (new or no change) to 1.0 (severe change). If your The Home Depot carpet fails to maintain a texture retention rating of at least 3.0 for the specified warranty period, The Home Depot will coordinate replacement with a carpet of comparable value for the affected area only (area extending to the nearest wall, doorway, or entrance). Carpets installed outdoors, on stairs, in bathrooms, kitchens, or in areas subject to other than normal foot traffic, under athletic equipment, or depressions caused by furniture are not covered by this warranty.

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TOTAL LOWEST PROJECT PRICE – GUARANTEED

◆We'll beat any comparable product + installation quote by 10%—no one takes you from selection to installation for less.

CARPET INSTALLATION

Pricing only applies to basic installation labor for carpet and pad from The Home Depot in single-family residential homes for one or more rooms. Basic installation labor does not include custom or optional labor such as moving furniture, removing and hauling away existing flooring and installing flooring on steps. Multi-family and commercial jobs will be done by quote only. Offer not valid on glue down carpet installations. Offer available in all U.S. The Home Depot stores.

LIFETIME INSTALLATION WARRANTY

◆◆To the extent permissible under applicable law, The Home Depot warrants the workmanship of the carpet installation for the lifetime of the carpet. The limited warranty covers all seams, restretches and stairwork. The Home Depot's warranty applies only to installation labor and is not transferable. The warranty applies to single-family homes used solely for residential purposes. For the warranty to be valid, the customer must have the receipt of purchase. The Home Depot's warranty does not cover damage caused by Acts of God, installation or repairs made by persons other than The Home Depot or authorized service provider, abuse, misuse, neglect, or normal wear and tear. The warranty is void if flooring is subject to improper maintenance, improper cleaning methods, abuse, excessive moisture or structural alterations. Merchandise and materials are covered exclusively by the manufacturer's warranty, if any. This limited warranty gives customer specific legal rights and customer may also have other rights that may vary from state to state.

90-DAY CARPET SATISFACTION GUARANTEE

(on carpet purchased and installed through The Home Depot) ◆◆ Guarantee valid for carpet purchased and installed through The Home Depot. If you are not satisfied with your new carpet, for any reason, please contact The Home Depot store where you purchased your carpet and a store associate will coordinate the replacement of the carpet product for another style or color of carpet of equal total cost. You have the option of replacing the purchased carpet for carpet of either greater or lesser value. If you choose carpet of greater value, you will be responsible for the difference in price. If you choose carpet of a lesser value, no monetary compensation or reimbursement will be paid.

THIS GUARANTEE DOES NOT:

(1) Apply to Carpet that has been glued down, vandalized, altered, damaged by smoke or fire, flood, lightning, wind, or subject to any abuse or disaster;
(2) Apply to conditions covered by any retail manufacturer warranty;
(3) Include pad or costs associated with the removal and installation of pad, if required.
(Typically, pad will not need to be replaced unless customer's replacement carpet selection requires a different pad product.);
(4) Include costs associated with delivery or installation of the replacement carpet; or
(5) Apply to conditions covered by any retail manufacturer warranty.

This Guarantee is limited to a one-time replacement and applies to replacement of the carpet product only. Customer is responsible for and expressly agrees to pay The Home Depot the full, non-promotional labor pricing for all replacement installation services, including without limitation, any additional options such as rip and haul away, furniture move, etc., as well as any costs associated with replacement pad, if required. Available in stores only.

CUSTOMER SATISFACTION REPLACEMENT The Home Depot offers customers a 90 Day Satisfaction Replacement Guarantee for carpet purchases. If you are not satisfied with your new carpet, for any reason, please contact your local The Home Depot store and one of our store Associates will coordinate the replacement of the carpet for another style or color of equal value in accordance with this warranty. Customers have the option of replacing the purchased carpet for carpet of either greater or lesser value. If you choose to replace your purchased carpet with a carpet selection of greater value you will be responsible for the difference in price. If you replace your purchased carpet with a carpet selection of a lesser value no monetary compensation or reimbursement will be paid.

LIMITATIONS The Home Depot's 90 Day Satisfaction Replacement Guarantee will not apply to carpet that has been glued down, vandalized, altered, damaged by smoke or fire, flood, lightning, wind, or subject to any abuse, or any disaster is not covered under The Home Depot's 90 Day Satisfaction Replacement Guarantee. Additionally, this Guarantee does not apply to conditions covered by any retail manufacturer warranty. This 90 Day Satisfaction Replacement Guarantee is limited to a one-time replacement and is limited to the replacement of the carpet only. This Guarantee does not include pad or costs associated with the delivery or installation of the replacement carpet. Ask an Associate for more details.

RECEIVING REPLACEMENT CARPET Please contact The Home Depot store where the original carpet was purchased to initiate the process of receiving a carpet replacement. If you have any further questions about the 90 Day Satisfaction Replacement Guarantee, please see a store Associate for details.

THE HOME DEPOT LIMITED EXTENDED WARRANTIES GENERAL TERMS AND CONDITIONS

All limited warranties only apply to carpet purchased from The Home Depot and installed in owner-occupied residences where no commercial activity, including rental or day care, takes place. These warranties exclude carpet which has been put in 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 and adjacent areas extending to the nearest wall, doorway, or entrance. To qualify for warranty coverage, all carpet purchased from The Home Depot must be installed over carpet cushion which meets the HUD UM 729, Class 2 standards. These HUD standards set minimum standards for carpet cushion 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 of recommended carpet care and cleaning procedures and are voided if 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. ©2012 Homer TLC, Inc. All rights reserved.

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