

NYLON COMMERCIAL CARPET TILE WARRANTY

Bella Flooring GROUP will repair or replace the portion of the carpet that does not perform according to our warranties. If all warranty conditions have been met, proportional purchase price of the carpet will be compensated for the directly affected area. Any charges for carpet installation, disposal, new padding or moving furniture, equipment, etc. are not the responsibility of us.

The following prorated schedule shall be applied:

Lifetime Warranty Proration Chart

1st Year 100%	2nd Year 93%	3rd Year 86%	4th Year 79%
5th Year 72%	6th Year 65%	7th Year 58%	8th Year 51%
9th Year 44%	10th Year 37%	11th Year 30%	12th Year 23%
13th Year 16%	15th Year 10%	20th Year 5%	20+ Year 3%

Installation

The carpet must be installed in accordance with the Carpet & Rug Institute's Carpet Installation Standard.

(See www.carpet-rug.org)

Maintenance

The consumer shall maintain the carpet in accordance with Carpet & Rug Institute's Carpet Maintenance Guidelines for Commercial Applications.

Commercial Wear Warranty

We warrant that this carpet will not wear (loose surface pile) more than 10% following installation of the carpet, provided that the carpet is properly installed and maintained indoors. This warranty excludes carpet installed on stairs, areas subject to inappropriate chair casters, damage from skates, spiked shoes and sharp objects, and abuse including damage from athletic shoes and abnormal activity. Water damage, willful damage including burns, tears and cuts, and the effects of improper installation and maintenance are also all excluded from this warranty. This warranty covers abrasive wear (loss of pile). Changes in appearance caused by soiling, crushing (matting) or pooling are excluded from warranty coverage.

Comprehensive Stain Warranty – No Exclusions

We warrant that this carpet will not permanently stain from substances typically found in homes or offices during the listed warranty years following installation of the carpet, provided that the carpet is properly installed and maintained indoors according to CRI recommendations. A stain is defined as an irreversible localized colour

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, and any stain that may occur in high traffic areas such as stairs.

In addition, substances that degrade or destroy the carpet fibers (i.e. drain cleaner, battery acid, etc.) 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. Claims submitted to us 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 Colour, we 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 we determine that the affected area remains unsatisfactory, and that all warranty conditions have been met, we will compensate the owner on a pro rata basis.

This Warranty applies only to products whose dye method is Solution Dyed. Only those designated products that contain 100% solution dyed yarns qualify.

Backing Performance

We warrant that this carpet tile will not lose dimensional stability (i.e. shrink, grow, cup or dome), delaminate from face fiber or unravel at the edges when properly installed indoors according to installation recommendations. This warranty excludes carpet installed on stairs, areas subject to inappropriate chair casters, damage from skates, spiked shoes and sharp objects, and abuse including damage from athletic shoes and abnormal activity. Water damage, willful damage including burns, tears and cuts, and the effects of improper installation and maintenance are also all excluded from this warranty. If after inspection and/or testing of the carpet, we determine that the carpet tile backing has not performed as per the warranty description and that all warranty conditions have been met, we will compensate the owner on a pro rata basis.