

## **Milliken Residential -Rugs- Warranty Information**

Milliken Carpet is dedicated to giving you high performance carpet with high design. Dedicated associates committed to giving you the best quality craft our carpets with pride in the USA. We guarantee that your rug will not mat or crush from foot traffic as a result of the yarn tuft unraveling or losing twist, provided your rug is properly maintained.

All rugs covered by this warranty must be purchased from an authorized Milliken dealer with a warranty card completed and submitted at the time of purchase. This warranty only covers residential rugs.

If your Milliken rug shows matting or crushing from foot traffic as a result of the yarn tufts losing their twist and the rug appearance cannot be restored, Milliken will replace your rug at our expense. In order to obtain service under this warranty, please contact the Milliken dealer where you purchased the rug and describe the problem you are having as fully as possible. If you are unable to contact your Milliken dealer, or do not receive satisfaction, write to us at:

Milliken Carpets and Rugs

P.O. Box 2956

LaGrange, GA 30241

Or call toll free at 800.241.8666

### **10 Year Limited Wear Guarantee**

Milliken & Company guarantees that your new rug will not wear more than 10

percent by abrasion within 10 years of installation. If this occurs, Milliken agrees to replace the Milliken rug. In the event that the identical rug is not available, you may choose from our wide selection of rugs for a rug of comparable quality.

This warranty covers only abrasive wear. Abrasive wear is wear resulting in a loss of fibers from the pile surface of the carpet. Should it be necessary to replace the rug, Milliken will not be responsible for the expense of removal of furniture and the like which are located on, above, or around the rug; this expense shall be borne by the buyer.

Damage caused by improper installation, pets, tears, cuts, pilling, shedding, matting, crushing, burns and improper maintenance or cleaning methods are not manufacturing defects and are excluded.

Milliken requires the original or other documentation of proof of warranty coverage. This warranty gives you specific legal rights. You may have other legal rights which vary from state to state.

Buyer's exclusive remedy for any and all losses or damages resulting from defective performance of this rug shall be the repair or replacement of the carpet. The usage fee to be deducted from the defective rug is determined based on the original purchase price of your rug as follows:

### **Usage Limitation**

Year 1 - 3	No usage fee
Year 4	20% usage fee
Year 5	30% usage fee
Year 6	40% usage free
Year 7	50% usage fee
Year 8	60 % usage fee
Year 9	70% usage fee
Year 10	80% usage fee

In no event shall Milliken & Company be liable for incidental or consequential damages, whether in contract, warranty, negligence, strict liability, or otherwise.

Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

### **5-Year Stain Resistance Warranty**

Milliken warrants for a full five years after installation that the surface pile of Milliken WearOn® Nylon carpet treated with MilliGuard® will resist stains. Milliken will repair or replace, if repair cannot be made, any area of the rug that does not perform as warranted.

While this rug provides advanced resistance to stains, no carpet is stain proof.

Stains by urine and feces, drain cleaners, plant food, acne medication, bleaches, vomit, food with strongly colored material and dispensed dyes are excluded from this warranty.

This warranty only applies to carpet used for residential, indoor purposes at owner occupied locations.