Shaw FLOORS

WARRANTY

RESIDENTIAL HARDWOOD LIMITED WARRANTY

Shaw Industries, Inc. ("the Company") warrants its flooring products under this Limited Residential Warranty when used in the proper fit for use indoor residential applications. The warranty belongs to you, the original end-use purchaser. This warranty begins when you purchase the flooring and extends for the limited warranty period stated on the product specification. The basis of any warranty related claim is the original Company invoice or that of an authorized Company dealer. The flooring must be installed in accordance with the Company's installation guidelines and specifications. The product must be maintained in accordance with the Company's maintenance recommendations and such maintenance continues throughout the duration of the original installation. Damage resulting from a failure to follow installation and cleaning/maintenance guidelines will not be covered under this warranty. Installation guidelines, specifications, and product care recommendations can be obtained from your dealer. For additional information, please visit Shawfloors.com

WHAT THE WARRANTY COVERS

Manufacturing Defects – The Company warrants that the flooring product will be free from manufacturing defects during the period of this warranty.

Wear – The Company warrants the finish will not wear through or peel off the hardwood flooring under normal use during the period of this warranty. Normal use is defined as light to moderate foot traffic. NOTE that this limited warranty extends only for defects that cover at least 70% of the surface area of the installed flooring. NOTE: Gloss Reduction, Scratches and Dents in the finish are not considered surface wear and are not covered under this warranty.

Important: All wood-based products are hygroscopic (they will react to moisture) and as a result will expand or contract accordingly. All sources of subfloor moisture must be remedied prior to installation. Any construction dampness must be remedied prior to installation. If excessive moisture is allowed to accumulate in buildings, subfloors, or on building materials, mold (and/or) mildew growth can occur - particularly if the moisture problem remains undiscovered or unaddressed. In addition, such excessive moisture levels can cause the ends and/or sides of the product to lift/flare due to the vapor pressure from underneath. Such damage from excessive moisture levels (as outlined in the installation instructions document) is not covered by this warranty. All sources of subfloor moisture should be remedied prior to installation.

WHAT CONDITIONS APPLY

Examples of damage not covered by this warranty would include, but not limited to damage from the following:

- Gouging from sharp objects such as but not limited to knives or scissors.
- Broken or improperly maintained caster wheels with sharp edges that result in gouging or scratching.
- Broken or improperly maintained furniture, table, or chair feet with sharp or damaged edges / surfaces that result in gouging or scratching.
- Severs impact from falling objects.
- Scratching, gouging, or damage from heavy appliance movement or heavy furniture movement.
- Debris tracked in on shoes from the outside, such as, but not limited to, rocks, that result in gouging or scratching.

Below are recommended precautions that are commonly and effectively taken to greatly reduce the possibility of causing damage to flooring:

- Always utilize protective coverings / pads / felt on the feet of furniture, chairs, and tables. Maintain and replace frequently to reduce propensity for damage.
- Chairs / furniture with casters should be fitted with soft rubber wheels, an adequate protective mat or protective caster cups placed under the furniture.
- Walk off mats at every outside entrance should be utilized to limit the floors exposure to abrasive debris.

For jobsite and floor preparation conditions, see product specific installation guidelines. Any moisture related testing (i.e. relative humidity, pH, and calcium chloride) is the responsibility of the installer.

This limited warranty does not cover the following: damage caused by improper installation and / or maintenance; differences in color between products and samples or photographs; problems arising from excessive moisture, alkali or water pressure from the subfloor; indentation from improper loading including heavy static loads, spiked shoes such as high heels without rubber heel tips, cleats, skates or toys that cause gauging or scratching, rolling loads, broken chairs or furniture that results in scratching, gouging, discoloration, including but not limited to discoloration from U.V. light and heat sources, gouging

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from exclusions listed above, changes in shading, texture and/or gloss during use, damage caused by chemically reactive material, dye, mold, stains, spillage, burns, gouges, scratching, indentations, floods, accidents, abuse or any harsh scouring pads while buffing, and/or damage due to thermal heat sources.

This limited warranty excludes all casualty events involving water coming in contact with your floor and failures normally covered by homeowners' insurance including, but not limited to, damages caused by flooding or standing water from leaky pipes, faucets, or household appliances. Also excluded are damages caused by flooding or standing water from hydrostatic pressure or other casualty events.

Shaw products are not warranted against any noise such as: squeaking, popping, or crackling. Some squeaking, popping, or crackling is possible when installed using floated methods, or glued methods, or fastened methods.

Wood is a natural product containing natural variations in color, tone, and graining. Shaw cannot warrant against natural variations in color or any other variations, such as mineral streaks, small knots, and grain variations from plank to plank. Nor can we warrant against natural variations or gloss level between samples / models and installed flooring. Any sample or model shown or used by your seller is for demonstrative purposes only, and such sample or model DOES NOT create a warranty of any kind that the goods you purchased shall conform thereto. Any warranties based on any such sample or models are specifically disclaimed.

Improper Installation: The floor must be installed according to Shaw's installation guidelines. Damage caused by improper storage, handling, or installation methods are not covered by these warranties. Improper preparation of, or deficiencies in, the subfloor / floor joist assembly, including but not limited to excessive floor deflection, uneven or irregular subfloor surface (particularly at joints) or voids in the subfloor, are not covered under these warranties. Check to be certain that the subfloor is within specs.

Improper Care and Maintenance: The floor must be maintained according to Shaw's Care & Maintenance guidelines. Damage caused by improper maintenance is not covered by these warranties. Water damage resulting from improper installation or flooding caused by natural disaster, plumbing failures, etc... are not warranted. This limited warranty does not apply to moisture damage by events beyond everyday household spills, including, but not limited to flooding, standing water allowed remaining on floor, appliance leaks, leaking plumbing, or any source of continuous, repetitive or long-term water exposure This limited warranty does not apply to damage caused by subfloor moisture. Any moisture or water coming from underneath the floor is not covered under warranty. This limited warranty does not apply to improperly installed flooring. This warranty does not apply if flooring is installed in areas where moisture repeatedly occurs or if flooring is installed or maintained contrary to the guidelines set forth in the installation, care and maintenance, and warranty documents including but not limited to improper subfloors, or areas exposed to excessive or continuous, repetitive, or long-term topical moisture, structural and manufacturing requirements. Defects or failures of other manufacturers' products at the subfloor assembly, including but not limited to subfloor material, fasteners, patching compound, adhesives, and other floor coverings are not covered by these limited warranties. In no event shall Shaw be held responsible for any damage caused to your hardwood flooring by other manufacturers' products. Other items not covered under the limited warranties include construction traffic, abuse to the surface of the flooring; use of non-recommended nailers, staplers, or adhesives; end gapping due to mastic memory or improper seating of planks during installation; squeaking, popping, or crackling by any cause. (Popping sounds caused by depressions in the subfloor ARE NOT covered under these limited warranties.) Cabinets and other built-in appliances should be installed PRIOR to the installation of the hardwood flooring. They should NOT be installed on top of the hardwood flooring. Pre-finished hardwood floors should be installed at the same time as carpets and AFTER finishing the walls to prevent damage from paint, dry wall dust, wallpaper adhesives, and other materials.

Damage to the flooring such as dents, scratches, or dulling of the finish are NOT covered. Wet or damp-mopping your floor with water or other substances are not covered by these limited warranties. In addition, the following are NOT covered under these limited warranties: use of hard floor cleaning machines; use of non-recommended maintenance and floor-care products, including but not limited to oil soaps, liquid or paste wax products, other household cleaners that contain lemon, orange, or tung oils; neglect or abuse of the hardwood floor, including but not limited to not taking proper precautions to protect furniture legs and feet with protective pads to reduce scratches and dents; not using dollies and protective plywood when moving heavy objects; furniture or appliances having dirty or improperly operating casters; spiked and/or damaged heels; pet claws and scratches; falling or dropped objects which can dent or fracture the flooring and finish; and dents or scratches in the flooring caused by furniture, appliances, casters or normal foot traffic.

Improper Environment: Shaw floors are not warranted against damage caused by man-made or natural disasters, including but not limited to leaking or broken plumbing, landscape watering/irrigation, fire, flood, earthquake, insect infestation, or standing water during or after construction. Shaw also does not warrant against: (1) moisture infiltration from side

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walls, through the subfloor or from any source; (2) normal wearing of the finish in high traffic areas, pivot points and seating areas; or (3) other extraordinary circumstances such as extreme low humidity (below 35%). In extreme low humidity conditions (below 35%), planks may shrink and or exhibit surface checking.

Seasonal Checking: Cracks or checks in the surface of planks due to low humidity, excessively high humidity, or dramatic fluctuations in humidity are inherent in all wood products and may affect your floor's finish. Checking is not covered under these Limited Warranties The use of a humidifier/dehumidifier may be necessary to maintain the proper humidity level between 35%-55%.

Recoating and Finish Alterations: Alterations to the finish or non- factory applied finishes (finishes applied by the owner or installer), including but not limited to refinishing or recoating, are NOT part of the Limited Warranty for residential finish wear stated above and therefore are NOT warranted by Shaw.

Natural Sunlight: The sun and its UV rays cause the aging of wood and therefore can cause the stain and/or wood to fade and / or darken and / or change color. This includes any showroom sample/models; therefore, fading or discoloration due to exposure to sunlight and its UV rays are not covered by these warranties. Samples or models in the showroom may also fade and / or darken and / or change color, making an exact match to new flooring impossible. Custom finishing and staining of interior millwork and/or cabinets should be done from the actual floor to be installed, not a showroom sample, if a color and/or gloss match is desired.

WHAT IF YOU NEED WARRANTY SERVICE

You, the original purchaser, will contact your authorized Company Dealer and/or Sales Representative for warranty or claim service. Please provide valid proof of purchase and a detailed description of the issue, along with photographs showing the concern. Samples of claimed issues should be submitted when available.

Dealers/Shaw Sales Representatives will file a claim via www.shawnow.com and submit the information you provided. A Shaw claims representative will thoroughly evaluate your claim. Claims contact information: Shaw Industries Financial Services, PO Box 2128, Dalton, GA 30722 - 1-800-446-9332 option 2.

WHAT WILL SHAW DO

Replacement flooring will come from current running-line products comparable to the warranted product.

Within Two Years: Claims on defects of this product as covered by this warranty that are reported in writing within two years of purchase, Shaw will arrange a credit based on the original purchase of the product or replace the product. If professionally installed, reasonable labor costs are included.

After Year Two: Claims on defects of this product, as covered by this warranty, that are reported in writing after two years of purchase and within the specified warranty coverage term, Shaw will arrange a credit based on the original purchase of the product or replace the product. Labor costs are not included.

Should a defect covered under this warranty be found, the affected area will be repaired to conform to the warranty. If repair is not practical, the Company may, at its sole option, replace the affected flooring or refund the proportional purchase price for the affected area. Any additional costs incurred will be at the consumer's expense.

NOTE: The warranty is not transferable. It extends only to the original end use purchaser. Shaw Industries, Inc. does not grant to any person or entity the authority to create for it any obligation or liability in connection with this product. Shaw Industries Inc. 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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