

RESIDENTIAL WATERPROOF LAMINATE 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, and 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 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 product will not wear through to the decor layer under normal use during the period of this warranty. Normal use is defined as light to moderate foot traffic.

Waterproof Warranty - This warranty covers topical moisture as long as the water does not flow over the edge of the surface (edge of the room, cut boards, etc.). Shaw warrants that for the lifetime of stated warranty period from the date of original purchase, your Shaw product will not swell, cup or crack due to:

- Normal cleaning practices (see care and maintenance document for additional information).
- Moisture due to everyday household spills (see care and maintenance document for additional information).

While moisture will not affect the product’s integrity, it is possible that, when excessive moisture accumulates 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.

Pet Warranty - The Company warrants that your floor will resist staining caused by pet (domestic cat or domestic dog) stains including urine, feces, and vomit. Stain resistance means the ability of your floor to resist (i.e., minimize or withstand) permanent stains. Cleaning of the affected area should begin immediately upon discovery. The more time that elapses before removal, the more difficult a stain will be to remove.

The Limited Pet Warranty DOES NOT COVER: Any urine, feces, or vomit stains other than domestic pet. This warranty is limited to the cost of replacing the damaged planks/tiles only - not the entire floor.

Scratch Warranty - Our Scratch Technology will extend the life and beauty of the flooring surface by offering resistance to scratches that occur through normal, day-to-day residential use and cleaning. For the purpose of this warranty, a “scratch” is defined as “a permanent (not removable by cleaning) break or score in the flooring’s surface caused by a sharp or pointed object”. To be covered by this warranty, the scratch must be evident in size and visible from a standing position in normal lighting. This warranty is limited to the cost of replacing the damaged planks/tiles only - not the entire floor.

No flooring surface is “scratch-proof” - heavy and sharp objects can and will severely damage any floor if the right precautions aren’t taken. As such, this warranty does not cover damage incurred due to abuse/negligence, abnormal environmental conditions or use contrary to care instructions.

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.
- Severe 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 incurring scratches/gouges 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.

WHAT CONDITIONS APPLY

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 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 squeaking, popping or crackling. Some squeaking, popping, or crackling is possible when installed using floated methods, or glued methods, or fastened methods.

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 should be submitted for testing 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. The Company will pay the reasonable costs for freight and labor. 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.