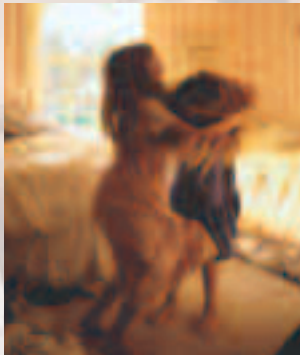




ShawMark®

Anything Goes!



O. Drawer 2128  
Dalton, GA 30722-2128

[www.shawinc.com](http://www.shawinc.com)

Shaw  
wall-to-wall lifestyle

## Complete Warranty Protection Through the Star Selling System

Anything Goes!® styles are part of Shaw Industries' **Star Selling System**. Every Shaw style, including all ShawMark and ShawMark Anything Goes!® products, is designated with either a **3-**, **4-**, or **5-Star** rating and offers a set of warranties appropriate to its category.

Many Shaw carpets feature branded fibers and stain and soil resistance treatments, and, in most cases, these fiber and chemical companies offer their own warranties. Their warranty coverage period, however, may not be as long as the time specified under Shaw's Star System. In these instances, Shaw has elected to extend the coverage and assume liability for the additional coverage after the primary fiber or chemical company warranty coverage expires.

In addition to the matting and crushing warranties listed in this booklet, your Anything Goes!® carpet will include a set of the following warranties, according to its Star designation:

### 4-Star Coverage

Products in this category carry a Shaw Limited 7-Year Quality Assurance Warranty (warranty against manufacturing defects), a limited 7-year stain and soil warranty (either Shaw's innovative *R2X*™ treatment, DuPont Stainmaster™, or Scotchgard™ Soil and Stain Release), and a limited 7-year texture retention warranty, if the product meets the stringent performance requirements and rating guidelines.

### 5-Star Coverage

The 5-Star, or Luxury, category offers a Shaw Limited 10-Year Quality Assurance Warranty (warranty against manufacturing defects), a limited 10-year stain and soil warranty (either Shaw's innovative *R2X*™ treatment, DuPont Stainmaster™, or Scotchgard™ Soil and Stain Release), a limited 10-year texture retention warranty, if the product meets the stringent performance requirements and rating guidelines, and a 30-Day Customer Satisfaction Guarantee. In addition, 5-Star products featuring SoftBac® Platinum will carry a ten-year no-wrinkle/no re-stretch guarantee.

### Exclusive ShawMark Anything Goes!® Coverage

ShawMark Carpets offers exclusive matting and crushing warranties on its Anything Goes!® line of carpets. These unprecedented warranties are not included in the Star Selling System and reflect the fact that Anything Goes!® is the most rigorously tested carpet in industry history.

The Anything Goes!® matting and crushing warranties are the strongest in the industry, with styles offering both 5- and 10-year coverage. It is the only matting and crushing warranty to cover stairs and hallways, and it is transferable to a new owner should you decide to sell your home.

### Who is covered

These warranties protect you if you have purchased an Anything Goes!® carpet for your own residential use and not for resale in a nonowner-occupied building.

### Anything Goes!® Limited Ten-Year Warranty Against Matting and Crushing

#### What is covered

This warranty is our promise to you that, for ten years from the date of purchase, your Anything Goes!® carpet, given regular care and proper maintenance, will not mat or crush from foot traffic as a result of the yarn tufts losing their twist and unraveling. **This warranty includes installations on stairs and in hallways.**

#### What ShawMark will do

Within five years after the date of purchase, if your Anything Goes!® carpet shows matting or crushing from foot traffic as a result of the yarn tufts losing their twist, and the carpet's appearance cannot be restored, we will replace the Anything Goes!® carpet at our expense with new Anything Goes!® carpet of the same color and quality. This replacement applies to the area where the crushing has occurred and the carpet's appearance cannot be restored. The replacement will include both carpet and labor.

After five years, but within ten years, from the date of purchase, if your ShawMark Anything Goes!® carpet shows matting or crushing from foot traffic as a result of the yarn tufts losing their twist, and the carpet's appearance cannot be restored, we will replace the Anything Goes!® carpet at our expense with new Anything Goes!® carpet of the same color and

quality. This replacement applies to the area where the crushing has occurred and the carpet's appearance cannot be restored. The replacement is for carpet only and does not include pad and labor.

## **Anything Goes!® Limited Five-Year Warranty Against Matting and Crushing**

### **What is covered**

This warranty is our promise to you that, for five years from the date of purchase, your Anything Goes!® carpet, given regular care and proper maintenance, will not mat or crush from foot traffic as a result of the yarn tufts losing their twist and unraveling. **This warranty includes installations on stairs and in hallways.**

### **What ShawMark will do**

Within two years after the date of purchase, if your Anything Goes!® carpet shows matting or crushing from foot traffic as a result of the yarn tufts losing their twist, and the carpet's appearance cannot be restored, we will replace the Anything Goes!® carpet at our expense with new Anything Goes!® carpet of the same color and quality. This replacement applies to the area where the crushing has occurred and the carpet's appearance cannot be restored. The replacement will include both carpet and labor.

After two years, but within five years, from the date of purchase, if your ShawMark Anything Goes!® carpet shows matting or crushing from foot traffic as a result of the yarn tufts losing their twist, and the carpet's appearance cannot be restored, we will replace the Anything Goes!® carpet at our expense with new Anything Goes!® carpet of the same color and quality. This replacement applies to the area where the crushing has occurred and the carpet's appearance cannot be restored. The replacement is for carpet only and does not include pad and labor.

## **HOMEOWNER OBLIGATIONS UNDER THE ANYTHING GOES!® WARRANTIES**

### **What you must do**

In order to maintain and protect your coverage under the terms of these warranties, you must do the following:

1. Keep proof of purchase in the form of a bill, invoice, or statement from your ShawMark Carpets retailer, showing the price you paid for the carpet, excluding pad and labor.
2. Install your carpet according to the guidelines outlined in the Carpet and Rug Institute Residential Installation Standard CRI-105, and maintain your carpet according to the recommendations described in the "Shaw Carpet Care and Maintenance" brochure.
3. Be able to show proof of periodic steam cleaning by a professional cleaning service. A bill, invoice, or statement showing cleaning service with descriptions will serve as proof. A minimum of one cleaning every two years is required. Depending on the level of traffic, family size, soil conditions adjacent to the home, and other circumstances, more frequent cleaning may be advisable. Please refer to the cleaning recommendations contained in the "Shaw Carpet Care and Maintenance" booklet.

## **TRANSFER OF WARRANTIES**

Your Anything Goes!® warranties against matting and crushing are automatically transferable. They will protect future buyers of your home during the warranty period. These buyers receive exactly the same benefits that you would have received from ShawMark Carpets if you had stayed in your house.

It is important that you provide the buyer of your home with this warranty booklet, proof of purchase, and proof of periodic steam cleaning (see "Homeowner Obligations"). They will protect future buyers of your home during the designated warranty period.

NOTE: DuPont warranties against staining and soiling and 3M's warranty against staining are not transferable when you sell your home.

## **LIMITATIONS ON YOUR ANYTHING GOES! WARRANTIES**

### **First quality products**

Warranties are not applicable to carpet sold as second quality, irregulars, used, or as mill ends.

### **Improper installation**

Improper installation can cause problems with your carpet. To ensure proper installation, your carpet should be installed in accordance with the Carpet and Rug Institute Residential Installation Standard CRI-105. Consult your floor covering retailer for details. We are not responsible for any defects caused by improper installation. Examples are wrinkling due to

insufficient stretch, loss of tufts due to improper seaming, and/or damage to the backing system.

### **Improper maintenance or inadequate care**

Your carpet requires routine maintenance. Please follow the recommendations described in the "Shaw Carpet Care and Maintenance" booklet. We are not responsible for damage to your carpet caused by improper maintenance or inadequate care, which could void all or part of your warranty coverage.

### **Accidents, abuse, or abnormal wear**

Your Anything Goes!® warranties do not cover damage resulting from accidents or abuse such as staining, soiling, burning, flooding, cutting, and damage caused by pets. Staining from common household food and beverage substances is covered under the Shaw stain warranties or similar warranties from fiber or chemical manufacturers.

### **Carpets on stair nosings**

Your Anything Goes!® warranties do not cover damage or loss of appearance retention resulting from the opening of rows of tufts caused by wrapping the carpet around nosings of stairs.

### **Pad failure**

Deterioration of the padding can cause problems with your carpet. We are not responsible for any defects caused by failure of the carpet pad. Please see the pad manufacturer's warranty statement for more information. NOTE: Shaw recommends a pad with a maximum thickness of 7/16" for optimum performance. Firmer, thinner pads generally perform better.

### **Problems with moisture**

Your Anything Goes!® warranties do not cover problems caused by wetting or the persistence of excessive moisture. For immediate assistance, contact a certified water damage restoration specialist. The Institute of Inspection, Cleaning and Restoration Certification (IICRC) maintains a registry of trained, certified specialists: call **1-800-835-4624**.

### **Changes in carpet color**

Your Anything Goes!® warranties do not cover changes in carpet color resulting from external causes, such as fading due to sunlight or spills of household chemicals and other non-food and non-beverage substances.

### **Differences from samples**

Your Anything Goes!® warranties do not cover minor and normal differences between the color of the retail store sample and the color of the actual carpet.

### **Replacement of discontinued carpet**

If your carpet has been discontinued and replacement is necessary under the terms of your Anything Goes!® warranty, Shaw will offer a substitute carpet of comparable quality.

### **Geographic locale**

These warranties apply only in the United States and Canada.

### **Consequential or incidental damages**

WE EXCLUDE AND WILL NOT PAY CONSEQUENTIAL OR INCIDENTAL DAMAGES UNDER THESE WARRANTIES. By this we mean any loss, expense, or damage other than to the carpet itself that may result from a defect in the carpet.

### **IMPLIED WARRANTIES**

NO IMPLIED WARRANTIES, INCLUDING WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, EXTEND BEYOND THE FIVE- OR TEN-YEAR TERMS OF THE WRITTEN SHAW INDUSTRIES WARRANTIES. By implied warranties we mean ones that the law presumes to have been given by the seller even though they aren't set out in writing.

PLEASE NOTE: Some states do not allow the exclusion or limitation of incidental or consequential damages, or limitations on how long an implied warranty lasts, so the above limitation or exclusion may not apply to you.

YOU HAVE LEGAL RIGHTS UNDER THIS WARRANTY. These warranties give you specific legal rights, and you may also have other rights which vary from state to state. Except for these rights, the remedies provided under these warranties state the limit of ShawMark Carpet's responsibilities.

## **HOW TO MAKE A CLAIM**

## **Anything Goes!® warranty service**

If you think there is a defect in your carpet that is covered by one of the ShawMark Anything Goes!® warranties, you must notify, in writing, the retailer who sold you the carpet. Include a copy of the invoice or receipt for the carpet and describe the problem as fully as possible. If you are unable to contact your retailer or do not receive satisfaction, write:

ShawMark Carpets  
Financial Services  
P.O. Box 40  
Mail Drop 026-04  
Dalton, GA 30722-0040

Or, if it is more convenient, call us on the toll-free Shaw Information Center line: 1-800-441-7429. Please identify yourself as a Shaw carpet owner.

## **DuPont warranty service**

If you have a claim against the DuPont warranty against staining and soiling, contact DuPont directly for information on filing a claim. Call DuPont at their special STAINMASTER Consumer Hotline number, toll-free 1-800-4 DUPONT.

## **Let us help**

In addition to handling warranty claims, the Shaw Information Center provides information about installation and maintenance of your Anything Goes!® STAINMASTER carpet. Please feel free to write us.

The DuPont Consumer Hotline number provides personal attention whenever you have a question about STAINMASTER carpets. If you have questions or need special assistance for spot and stain removal, feel free to call them direct. Be sure, however, that any cleaning or maintenance recommendations they give you are also acceptable under the terms of the Anything Goes!® performance warranties as outlined in this booklet.