
S&G CARPET
and more



Carpet Warranties

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What We Stand By

VISION

To be recognized as a national floor covering leader that provides an efficient, consumer-oriented purchasing process and outstanding employee commitment.

MISSION STATEMENT

To provide the best value in floor covering by offering our customers quality products and services, while maintaining our commitment to support our communities, employees, and shareholders.

CORE VALUES

- Personal Integrity and Accountability
- Customer Service Excellence
- Product Quality, Selection, and Value
- Teamwork and Competitiveness
- Stakeholder Commitment
- Responsible Stewardship

Warranty Coverage by Series

Series	Installation*	Stain Resistance	Wear	Quality Assurance	Texture Retention	Total Satisfaction
Trish Camara	Lifetime	Lifetime	Lifetime	20 Year	15 Year	100 Day
Eternity Series	Lifetime	Lifetime	Lifetime	20 Year	15 Year	90 Day
Lifetime Series	Lifetime	Lifetime	30 Year	15 Year	10 Year	60 Day
Generation Series	Lifetime	Lifetime	20 Year	10 Year	8 Year	45 Day
Decade Series	Lifetime	10 Year	10 Year	10 Year	5 Year	30 Day
Karastan	Lifetime	Lifetime	25 Year	—	25 Year	60 Day
Wool Carpets**	Lifetime	—	—	—	—	Excluded

**When installed by an S&G Carpet and More Installer*

***Wool is a unique product and needs to be referred to the manufacturer's warranty guidelines for warranty information.*

No Surprise Guarantee

S&G Carpet and More prides itself on the detailed and expert training that we supply to our staff. The S&G employee who comes to your home will measure, present options, and provide you with an accurate and binding price. Because of the great confidence in our staff, the price that is quoted by our In-Home Sales Consultant is the price you will pay. Any oversight will be addressed at our expense.

It is common in the trades for companies, contractors, or installers to quote one lower price to get the job and then raise the price once the project is underway. The installer will charge you extra fees or costs to cover things such as floor prep or additional labor. For some companies, there always seem to be unforeseen situations that increase the price from the originally quoted price. At S&G Carpet and More, we honor the price we quoted.

S&G will review all areas and the specific scope of your project while conducting a free in-home consultation. During this time, all rooms, materials, base, moldings, furniture, and appliances to be moved, as well as labor, will be discussed and agreed upon before a bid is presented. We want to get it right. You will know the exact cost to do your project correctly before we start, and you can rest assured that the price quoted is the price you will pay - no extra hidden charges.

The customer must understand that S&G Carpet and More is only able to work within the scope of a C-15 license. Therefore, if structural damage, low or high joist/beams, water damage, subfloor damage, mold, asbestos in any form, or termites are found during the installation of your new flooring, the job will stop until the customer can have those repairs done by a general or licensed contractor. S&G Carpet and More is not responsible for paying for or performing those repairs.

Low Price Guarantee

S&G prides itself on selling only the best quality flooring material. Our products are made to be durable, stain-resistant, and easy to maintain, and all carry a limited manufacturer's warranty. In addition, S&G prides itself on unsurpassed customer service, installation, and satisfaction... all at an affordable price. No one can match the overall value for selection, products, service, installation, and warranties.

If you find a lower price on the same product, installation, and warranty, S&G Carpet and More will beat the competitor's total price, guaranteed.

In order to be eligible for the S&G Carpet and More Price Guarantee, you must present a typed quote on the competitor's official letterhead or invoice, no later than 2 days prior to the installation date of the material. The competitor's offer must be dated within 20 days of placing the order with S&G. Orders must be a minimum of one thousand dollars. The competitor must be a local licensed retailer with a retail location. The competitor's bid must be line-itemized and include all room dimensions, installation fees, product pricing, freight, sales tax, and any discount or sale pricing. Carpets must be the exact same style, weight, color, and fiber with a matching warranty. Hard surface products must be identical. Offer is only good on first-quality, running-line products. S&G Carpet and More will not match competitors' offers on free or bonus promotions, special offers, clearance or discontinued material, or financing offers. S&G will not match internet offers. S&G

Carpet and More has the right to refuse or deny any written bid or estimate from a competitor. S&G Carpet and More reserves the right to refuse to do business with any potential customer. This guarantee is meant to give the consumer confidence in the overall product, service, installation, and warranties provided by S&G Carpet and More.

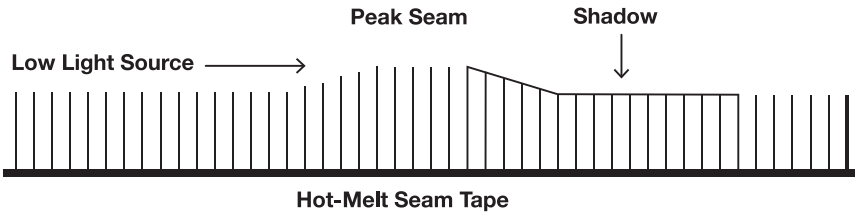
Installation Department

S&G will call or email you when your material has arrived. Due to changing manufacturing dates and shipping irregularities, jobs will not be scheduled until all the material is in S&G's possession. You may call the Installation Department between the hours of **9:00AM and 6:00PM PST Monday through Saturday at (866) 241-3551.**

DAY OF INSTALLATION NOTES

1. All furniture and appropriate appliances should be moved out of the installation area. Furniture and appliance moving are available at an additional charge. Customers are responsible for moving all knick-knacks.
2. S&G Carpet and More will not move or disconnect electronic equipment.
3. S&G is not responsible for wires of any kind that are installed along the perimeter of the floor or underneath the existing flooring.
4. Your installer may change the layout of your job in order to put the seams in the best possible places.
5. There should be proper ventilation and access to electricity to ensure the completion of your installation.
6. Installation, pull-up, and prepping of existing floors will cause dust, be advised that some dusting will be required by the home owner.
7. The installer will need adequate room to unroll and cut the carpet; usually, the driveway or garage works best.
8. All carpets should be protected from rolling chairs by using a good-quality floor protector. We recommend tempered glass chair mats. Mats need to be a minimum thickness of ¼" or 6mm.

9. New synthetic backs are mold and mildew-resistant and stronger. However, these stronger backs are stiffer and may scratch or scuff painted or wood baseboards. S&G is not responsible for touch-up painting in the event of scratches or scuffing to baseboards. With any flooring project, new baseboards are always recommended for the best finished results (freshly painted base requires proper curing times to help minimize scratching.)
10. Some smooth-textured, dense pile carpets show seam peaking to a noticeable degree. It is the nature of carpet installation and cannot be avoided. However, the peaking will decrease with time and traffic. So, the new seams are at their worst when first installed.



11. Seams on loop and some pattern carpets will be noticeable forever.
12. All carpets will show footprints and vacuum marks; however, loop carpets will help minimize their appearance.
13. Moisture is taken out of the carpet in the manufacturing process. It may take up to 8 weeks for the carpet to “blossom” and feel as full as the store sample.
14. S&G is not responsible for cutting doors. Sometimes doors will need to be trimmed because of the height of the new carpet.
15. Not all vacuums work on soft yarn carpets.
16. All jobs are C.O.D.

Carpet Maintenance

GENERAL MAINTENANCE

- Use Entrance Mats
 - Place mats inside and outside of your entrances to trap soil before it can be tracked into your home.
- Vacuum Regularly
- You can never vacuum too often. Manufacturers recommend a vacuum with a properly set beater bar, one that will raise the pile while it removes soil.
 - You should be vacuuming your home 1x per week for every person or pet in the home. For example, if you have a family of four with two dogs and a cat, you should be vacuuming 7 times per week, particularly in high traffic areas where the whole family is regularly.
- Blot Up Spots Immediately
 - Immediate attention to spills and spots will make removal easier. Follow Spot Removal Instructions recommended by the yarn manufacturer.
- Clean Regularly
- Clean your carpet before it shows traffic patterns. Soil particles can damage your carpet yarns. Follow recommended cleaning procedures to prevent voiding your warranty. Professionally clean your carpets with hot water extraction at a minimum of every 12-15 months.
- Remember, a spot is not a stain. Stains cannot be removed and have permanently dyed the fiber of the carpet.
- Spots can be cleaned and will come out with the correct treatment. Often, you won't know if it's a spot or a stain until you try to clean it. Spots can become stains if left untreated for too long.
- Staining is essentially dyeing the carpet another color.

VACUUMING & PROFESSIONAL CLEANING

- The ideal vacuum has an adjustable beater bar
- The beater bar should be adjusted so it's just barely flicking the top of the carpet fibers.
 1. Its purpose is to shake the fibers so dirt falls loose and can be vacuumed up.
 2. It's not made to dig into the carpet fibers and "scrape" dirt off; this scratches your carpet fibers and dulls the color.
- If you have soft, plush carpet, avoid the ultra-powerful vacuums; they are too strong and will wear out your carpet fibers faster than normal wear and tear. That much suction is not necessary to clean your carpet.
- Vacuum once per week for each person and pet in the home
- Make 4-5 passes over each area
- Alternate direction when vacuuming. For example, if you went north/south the last time you vacuumed, go east/west the next time.
- Professionally clean your carpets with hot water extraction at a minimum of every 12-15 months. Schedule a cleaning as soon as they start looking dirty – you can never clean your carpet too soon.
- Waiting too long can cause permanent damage to the fibers, such as loss of tip definition and micro-scratching of the fibers, which makes the carpets look worn or matted.
- To maintain your warranty, it is required to maintain all cleaning receipts.
- Deep cleaning your carpet refreshes the fibers and pulls dirt and oils out of the carpet that dry vacuuming simply can't do.
- We do NOT recommend using a DIY steam cleaning machine. Most of these machines are not cleaned between uses, and they don't perform as well as a professional truck-mounted hot water system.
- Proper vacuuming and professional annual cleaning will help the overall appearance, durability, and longevity of your new carpet. Lack of proper maintenance will ensure premature wear, untwisting of the yarn tufts, and dissatisfaction with your product, and void the warranties.

SPILLS & SPOTS

- Remove spills as quickly as possible to reduce the chances of staining
 - Staining is influenced by how long the spill is on the carpet and the temperature of the environment. If something is hot and on there for a long period of time, it is more likely to stain than something cold, and on there for a short period of time.
- No carpet is stain-proof
- All modern carpets are treated with stain resistance when manufactured

Spot Cleaning Guide

Recommended Stain Removal Procedures

Household Spill & Stain Chart

WATER-BASED STAINS		
<p>For these stains, start with STEP 1 under Spot Cleaning Steps. <i>If the stain remains, proceed with STEP 2 and STEP 3.</i></p>		
<ul style="list-style-type: none"> • Alcohol • Beer • Blood • Chocolate • Chocolate Milk • Clay • Cola • Cologne 	<ul style="list-style-type: none"> • Fruit Juice • Fruit Punch • Graphite • Gravy • Ice Cream • Jelly • Ketchup • Latex Paint 	<ul style="list-style-type: none"> • Liquor • Milk • Soft Drink • Soil Spots • Syrup • Vomit • Water Colors • Wine

SPECIAL WATER-BASED STAINS PET STAINS & ODORS		
<p>For these stains, start with STEP 1 under Spot Cleaning Steps. <i>If the stain remains, OMIT STEP 2 and proceed with STEP 3.</i></p>		
<ul style="list-style-type: none"> • Coffee • Tea 	<ul style="list-style-type: none"> • Pet Urine • Pet Vomit 	<ul style="list-style-type: none"> • Pet Feces

GREASY, OIL-BASED STAINS

For these stains, follow **STEP 1** only. *If the stain remains, **do not proceed to STEP 2**, please contact a cleaning professional.*

- Butter
- Calamine Lotion
- Cooking Oil
- Cosmetics
- Crayon
- Felt Tip Marker
- Furniture Dye
- Furniture Polish
- Glue*
- Grease (Black)
- Gum*
- Hand Cream
- Ink
- Lipstick
- Margarine
- Mascara
- Mayonnaise
- Nail Polish
- Ointment
- Oil
- Salad Dressing
- Tar
- Varnish
- Wax*

Waxes - Gums - Glues

Freeze and remove solid materials before cleaning.

Excluded from Warranty Coverage

Stains from coffee, tea, mustard and all non-food items are excluded from warranty coverage. See the S&G “Stain Resistance Warranty” and the “General Terms & Conditions” for details.

Spot Cleaning Steps 1-2-3

STEP 1

1. Remove solid materials, work from the outside of the stain to the center to prevent spreading.
2. Blot up liquid spills with a white towel.
3. Mix 1/4 teaspoon of non-bleach liquid dish washing detergent with 16 oz. of lukewarm water.
4. Apply detergent solution directly to a white cloth. Dampen the carpet fibers in the stained area with the cloth. Avoid saturating the carpet.
5. Pat gently. Turn cloth frequently. Never rub, scrub or use a brush. This may damage the carpet.
6. Rinse with clear lukewarm water.

Continue →

7. Cover the spot with an absorbent white towel and apply pressure to blot.
8. Repeat the rinsing and blotting procedures until you are sure traces of the detergent have been removed.
9. If the stain is gone, place white paper towels on the spot, and weigh towels down with a heavy, colorfast object. Change paper towels until dry.
10. If stain remains, proceed to STEP 2.

STEP 2

1. Do not use on coffee, tea, or urine stains. Go to STEP 3.
2. Mix 1 tablespoon of non-bleaching, non sudsing household ammonia with 1 cup of lukewarm water.
3. Apply ammonia solution, rinse and blot as outlined in STEP 1.
4. Do not dry with paper towels, proceed to STEP 3.

STEP 3

1. Mix equal parts of white vinegar and water.
2. Apply vinegar solution, rinse and blot as outlined in STEP 1.



CAUTION :D.I.Y. Rug Shampoos & Steam Cleaning Machines—Do more harm than good!



DON'T DO IT YOURSELF! Do-it-yourself rug and shampoos or “steam” cleaning machines usually do more harm than good. First, they leave most of the dirt and residue behind. Secondly, the shampooer leaves detergent residue in the carpet in addition to the soil that was already there! Do-it-yourself, so called “steam” cleaning can cause serious, permanent damage from over wetting.



PRE-TEST: Always pre-test cleaning steps in an inconspicuous location for fabric and dye stability and shrinkage.

Carpet Policies & Warranties

Stain Resistance Warranty

S&G Carpet and More warrants that the surface pile of this carpet will resist stains from most food or beverages from the date of the purchase for the life of the carpet, when properly installed over cushion meeting S&G's recommendations and maintained in an owner-occupied, single-family, indoor, residential installation. S&G Carpet and More will, at its discretion and at its entire liability, replace with comparable carpet, on a pro-rated basis, any portion of the installation which fails to exhibit improved stain resistance properties during the limited warranty period as provided below.

No carpet is absolutely stain-proof. The stain-resistant properties of the product will provide improved resistance to food and beverage stains. This limited warranty excludes any residual stains or wicking that may occur under this condition. Also excluded are pet stains (see PET AGREE carpet warranty for stain coverage, if applicable), vomit, and stains caused by acids, oil-based or wax-based substances, including, but not limited to, tar, shoe polish, paints, lipstick, and mascara. Stains from coffee, tea, and mustard are excluded from warranty coverage. The stain resistance warranty also specifically excludes any carpet that has been treated after installation with any aftermarket stain protectant or other chemical. (See Pro-Rated Table)

This warranty is void if the General Terms and Conditions have not been followed.

Wear Warranty

S&G Carpet and More warrants up to lifetime from the date of original installation that the surface pile of your carpet will not be worn by abrasion more than 10% when used in an owner-occupied, single-family, indoor residential installation. If the pile weight of the carpet loses 10% of its weight, when compared to a non-traffic area during the warranty period, then a claim may be valid.

Abrasive wear means fiber-loss from the carpet through normal abrasion, not from crushing or flattening of the carpet pile in any area, or from staining, soiling, fading, or other changes in carpet appearance. Carpets installed outdoors, on stairs, hallways, in bathrooms, kitchens, or in areas subject to other than normal shoe traffic are not covered by this warranty. Specifically excluded from this warranty are damage caused by tears, pulls, pilling, burns, improper installation, inadequate cushion, improper cleaning, furniture, wheels, or athletic equipment. (See Pro-Rated Table)

This warranty is void if the General Terms and Conditions have not been followed.

Installation Warranty

The Installation Warranty protects you only if you have purchased an S&G Carpet for your own residential use in an owner-occupied, single-family residence. S&G Carpet and More's Limited Residential Installation Warranty applies to carpet that has been installed by a certified S&G Carpet and More subcontractor. The labor must be purchased directly from S&G Carpet and More. S&G warrants that the original installation was done to the standards of the State Contractors Board when first installed. S&G Carpet and More warrants restretching, retucking, at the walls and moldings, seam repair, or any visual problem that may be corrected by our installation department. Wheelchairs, scooters, and the sliding of furniture can cause your carpet to wrinkle or buckle, and this is not warranted. The installation warranty is valid only for the original residence in which the carpet was installed and remains effective for the life of the carpet. This warranty specifically excludes carpet that has been pulled up at the seams or has been lifted to put any type of wires or coaxial cables under the carpet. It is the sole responsibility of the consumer to have all areas empty of furniture and clear of furnishings to have warranty work performed. (See Pro-Rated Table).

This warranty is not transferable and does not cover abuse (broken moldings, chair damage, damage caused by furniture, damage caused by pets, damaged caused by wheeled devices), neglect, maintenance issues, moisture, water damage, concrete moisture, hydrostatic pressure, animal damage, or acts of nature.

If appliances are moved during the installation, S&G has a warranty of 1-year on the handling of appliances. It is the consumers' responsibility to ensure there is no leaking after the installation. Any issues should be reported immediately (example: leaks from pedestal sinks, leaks from water lines, leaks from wax seals, etc.).

S&G Carpet and More will take proper precautions when moving furniture, but minor dents and scratches can occur due to handling.

S&G Carpet and More is not responsible for cutting doors if a thicker product is being installed. S&G is not responsible for painting or touching up baseboards, expect damage if the old base is being removed and reinstalled. S&G Carpet and More is not responsible for door casing or trim work that may be short if a new thinner material is being installed. S&G is not responsible for paint lines on walls or wallpaper lines showing if a new thinner product is being installed.

This warranty is void if the General Terms and Conditions have not been followed.

Quality Assurance

Quality Assurance guarantees S&G Carpet and More only sells “first quality” carpeting. This Quality Assurance Warranty covers manufacturing defects that could occur in an S&G product. This Quality Assurance Warranty protects you if you have purchased an S&G Carpet for your own residential use in an owner-occupied, single-family residence. Manufacturing defects include any defects in raw materials or the production of the carpet. This warranty coverage begins from the date of installation and is valid for 10-20 years, commensurate with the quality of the carpet purchased. The carpet needs to be installed by S&G to qualify for this guarantee. S&G will credit up to 100% (see pro-rated table) of the original purchase price and labor costs toward S&G replacement carpet of the area or room that has been affected. (See Pro-Rated Table)

This warranty is void if the General Terms and Conditions have not been followed.

Texture Retention Warranty

S&G Carpet and More warrants that the carpet purchased will not exhibit significant loss of texture from foot traffic for the allocated warranty period. Carpet must be used in an owner-occupied, single-family residence using a proper indoor installation. If your carpet shows significant loss of texture (according to ISO standard 9405-1990) from foot traffic within the allocated warranty years of the date installed, as a

result of yarn tufts losing their twist, and the carpet's appearance cannot be restored, S&G Carpet and More will give credit of equal value to the area or room that has been affected. The liability of S&G Carpet and More under this warranty shall be limited to the actual cost of repair or replacement of the affected area of the flooring extending to the nearest natural break, such as, wall, doorway, entrance, staircase, molding or natural divide. Aesthetic differences such as dye lot or shading can be normal and are not considered defects. S&G Carpet and More defines "affected area" as the specific portion of flooring damaged or exhibiting issues. It must be understood that styles and colors of flooring can be discontinued at any time. A warranty replacement may require changing colors or styles, thus causing the warranty replaced flooring not to match the original purchased flooring in other rooms, other portions of the home or stairs.

The credit can only be applied to a piece of S&G carpet. There will be no cash settlement. S&G Carpet and More will give credit on material only, according to the pro-rated table. All labor costs are to be paid by the original owner-occupied consumer. Matting and crushing are excluded from this warranty. For the purpose of this warranty, matting is defined as the loss of twist from the tips of the pile tufts and entanglement of the fibers. Crushing is defined as the loss of pile thickness due to foot traffic only. Improper maintenance or inadequate care could void all or part of your warranty coverage. Receipts from professional cleaning will be required to initiate a claim. Pile distortion or compression caused by furniture, including impressions left by the legs of furniture, is not covered by this warranty.

It is the consumers' responsibility to move furniture and have areas open and clear for any warranty work to be done (S&G Carpet and More provides furniture moving services at an additional cost if the service is needed).

This warranty is void if the General Terms and Conditions have not been followed.

Total Satisfaction Guarantee

The Total Satisfaction Guarantee is for you, the original purchaser, if you have purchased a S&G carpet for your own use in an owner-occupied residence. S&G Carpet and More guarantees that if you are not satisfied with your carpet within 45 days of installation, we will supply new material for replacement. The original installation must have been purchased through S&G Carpet and More. The consumer is responsible for all labor cost including removal/tear out, installation and the moving of all furniture and appliances. The primary purpose of this guarantee is to help the consumer who is not happy with their decorating choice. S&G Carpet and More will supply material only 1 (one) time and the customer is responsible for all labor costs. The customer must reselect a product of equal or greater cost and the customer is responsible for all upgrade costs. The original material becomes the property of S&G Carpet and more.

All Total Satisfaction Warranty claims must be completed within 45 days from original customer notification to S&G Carpet and More. This warranty is void if the General Terms and Conditions have not been followed.

The Total Satisfaction Warranty is non-transferable.

Implied Warranties

No implied warranties, including warranties of merchantability and fitness for a particular purpose, extend beyond the terms of the written S&G Carpet and More carpet warranties.

Implied warranties include ones that the law presumes to have been given by the seller even though they are not set out in writing. Please note: Some states do not allow the exclusions 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.

Limited Lifetime Stain Resistance Warranty for S&G PET AGREE Carpet Systems

The following are special enhanced terms to the standard Stain Resistance Warranty and are applicable to S&G PET AGREE carpet systems only. Your formal S&G Carpet warranty label (Trish Camara, Eternity, Lifetime) Generation, or Decade is stated on the back of the sample at the time of purchase. S&G Carpet and More carries a selection of PET AGREE Carpet Systems as an enhanced protection choice for customers with domestic dogs and cats in the house. All other warranties and guarantees fall under the General Terms and Conditions of the class of carpet purchased.

For the warranty period stated, the surface pile of your S&G PET AGREE carpet system will resist most food, beverage, pet urine, vomit, and feces stains (caused by domestic cats and dogs only) that occur during normal residential use, in an owner-occupied, single-family residence, and subject to compliance with the carpet and care cleaning obligations. Using advanced engineering, the S&G PET AGREE Carpet Systems provide enhanced fade resistance, modified color, and soil protection against pet spots. PET AGREE carpets require a better pad with moisture barrier technologies that keep the moisture at the surface, allowing for better access to the spill and the associated odor. S&G Carpet and More warrants that with proper care and maintenance (including professional truck-mounted steam cleaning) your PET AGREE carpet will not be permanently stained from most food and beverage spots or exposure to pet urine, vomit, and feces from domestic cats and dogs only. This warranty coverage only applies when PET AGREE carpet is installed indoors and over approved S&G PET AGREE carpet cushion and when installed by a certified S&G Carpet installer. S&G Carpet and More will, at our sole discretion and option, repair the affected area of your carpet containing the covered stain extending to the nearest wall, staircase, doorway, or entrance. S&G Carpet and More reserves the right to repair the stained area prior to the carpet being removed, replaced, or an alternate solution provided. If replacement is warranted, S&G Carpet and More shall provide a carpet of equal value should the identical carpet not be available. There will be no cash payment. The pro-rated table will be used for reimbursement percentages on all

warranties and guarantees where applicable. All warranties and guarantee time frames are commensurate with the quality of the carpet purchased.

DYEING METHODS DEFINED

There are multiple ways carpet fibers are colored. Two methods are solution-dyed and piece-dyed, both with different dye characteristics. The dye that colors the fiber in solution-dyed fabrics goes all the way through, much like the color of a carrot. Non-solution dyed carpets, where the color is only on the outside, could compare to the color traits of a radish.

Most dye methods, including piece-dyeing, penetrate just the outer surface of the fiber; most carpets are dyed this way. Piece-dyed or yarn-dyed carpets are not included under this enhanced warranty. Solution-dyed brings the color all the way through the fiber; using this method and built-in stain resistance creates a more tolerant carpet, which may help in extreme situations.

Please realize that no carpet is absolutely stain-proof. Prompt action against pet accidents will also substantially increase the likelihood of spot removal. Therefore, S&G Carpet and More does not extend warranty coverage to any of the substances or causes of damage identified below. The following are examples of non-covered stains and pet damage excluded from this limited enhanced warranty: Stains from coffee, tea, mustard and all non-food and non-beverage stains caused by substances, including but not limited to, cosmetics (lipstick, mascara, etc.), tar, oil, bleaches, inks, blood, paints, drain cleaners, wax based substances, plant food and shoe polish. This limited warranty excludes color changes due to fading, residual stains or wicking that may occur. All pet damage, such as chewing, scratching, tearing or any other physical destruction is excluded. Repeat spots and stains under extreme pet related incidents, such as pets with medical conditions may not be covered under this enhanced warranty. This is not an all-inclusive list.

S&G Carpet and More reserves the right to modify the list of eligible PET AGREE carpets for the enhanced Stain Resistance Warranty at any time, without prior notice and with immediate effect. No such modification will alter any prior purchases or transactions either for or against said warranty.

The warranty is void if the General Terms and Conditions have not been followed.

General Terms & Conditions of Warranties & Guarantees

S&G Carpet and More Warranties and Guarantees are in effect only when the following terms and conditions are met:

The carpet must be installed over a cushion with a minimum density of six pounds per cubic foot and a thickness no greater than 1/2 inch and no less than 1/4 inch. The carpet and pad must be installed by an S&G Carpet and More certified installer. The carpet must receive proper maintenance including regular vacuuming (soft yarn carpets may require a special vacuum) and professional cleaning with a truck-mounted hot water extraction process at least every twelve (12) to fifteen (15) months (to maintain warranty, it is required to maintain all cleaning receipts.) This is done to refresh carpet texture and to minimize loss of tip definition, micro scratching, and soiling. Note that portable steam units with bonnet or rotary heads will often damage surface pile and are not considered professional cleaning equipment under this warranty and will damage your flooring and will void all warranties and guarantees. Improper maintenance or lack of maintenance along with excessive surface moisture, subfloor moisture or lack of climate control will damage and ruin floors and are not covered under any warranty. They may void all wear, texture, and quality warranties. To file a claim, the consumer must notify S&G Carpet and More in writing as to the nature of the claim and send a copy of the original purchase agreement (invoice) to establish the basis for the claim. Failure to meet any of these requirements will render all warranties and guarantees null and void.

If appliances are moved during the installation, S&G has a warranty of 1-year on the handling of appliances. It is the consumers' responsibility to ensure there is no leaking after the installation. Any issues should be reported immediately (example: leaks from pedestal sinks, leaks from water lines, leaks from wax seals, etc.) S&G Carpet and More will take proper precautions when moving furniture, but minor dents and scratches can occur due to handling.

All warranties and guarantees specifically exclude damage from such things as tears, pulls, cuts, pilling, shedding, burns, pet damage, pulled loops or tufts, vandalism, floods, fires, fading, odor, damage caused by improper cleaning agents or methods, as well as changes in appearance caused by, but not limited to, furniture coasters, rolling chairs, athletic equipment, heavy wheeled devices, furniture depressions or soiling. Installation of carpet outdoors, exposed to weather, on stairs, in commercial applications, or in any area subject to other than ordinary foot traffic is also specifically excluded from all warranties and guarantees. Please note that some matting and crushing will occur, especially in high-traffic areas. Such conditions constitute normal wear and tear and are not covered by S&G Carpet and More. All claims must be reported to S&G Carpet and More within 30-days of discovering the issue.

All carpet warranties and guarantees are nontransferable and are issued to the original purchaser for owner-occupied, single-family interior residential installations only. Liability under these warranties and guarantees shall be limited to the actual cost of repair or replacement of the affected areas of the carpet, or at the sole discretion and option of S&G Carpet and More in the form of a prorated credit. Prorated credits can be used towards the purchase of products that are of equal or greater value at S&G Carpet and More. Your credit amount will be based on your original purchase price, and any additional costs commensurate with all applicable pro-rated tables will be charged to you according to the normal pricing policies of S&G Carpet and More. Incidental and consequential damages are neither the responsibility of the manufacturer nor S&G Carpet and More.

The liability of S&G Carpet and More under this warranty shall be limited to the actual cost of repair or replacement of the affected area of the flooring extending to the nearest natural break, such as, wall, doorway, entrance, staircase, molding or natural divide. Aesthetic differences such as dye lot or shading can be normal and are not considered defects. S&G Carpet and more defines “affected area” as the specific portion of flooring damaged or exhibiting issues. It must be understood that styles and colors of flooring can be discontinued at any time. A warranty replacement may require changing colors or styles, thus causing the warranty replaced flooring not to match the original purchased flooring in other rooms, other portions of the home or stairs. S&G Carpet and More reserves the right to correct any defect prior to the carpet being removed, replaced, or a settlement being offered. If replacement is warranted, S&G shall provide a

prorated value should the identical carpet not be available. There will be no cash payment. If S&G determines a claim to be valid, the customer agrees to resolve the claim within a maximum of 60 days. The pro-rated table will be used for reimbursement percentages on all warranties and guarantees where applicable. All warranties and guarantees time frames are commensurate with the quality of carpet purchased.

It is the consumer's responsibility to move furniture and have areas open and clear for any warranty or guarantee work to be done (S&G Carpet and More provides furniture moving services at an additional cost if the service is needed). The consumer may also be responsible for labor costs under certain restrictions or warranties and guarantees. These warranties and guarantees give the consumer specific legal rights. You may also have other legal rights, which may vary from state to state. These warranties and guarantees are void outside the continental United States. There are no implied warranties, including warranties of merchantability and fitness for a particular purpose, extended by these warranties and guarantees. S&G Carpet and More will not be held responsible for any delays, lost time, wages, hotels/motels, or aggravation.

This warranty covers products used in the environment for which they were designed. Damage resulting from improper application is not covered. For example, installing a light-traffic carpet in a high-traffic setting, or a non-pet-friendly product in a home with pets, would fall outside warranty coverage. This is not an exhaustive list - your S&G specialist can help ensure the product you select is suited to your space and lifestyle.

Upon determination of a valid claim, if the carpet cannot be restored by repair, S&G Carpet and More will arrange a prorated credit to the cost of the carpet replacement, excluding reasonable labor. Credit will be issued based upon the length of time your carpet has been in use and according to the pro-rate schedule.

Pro-Rated Schedules

TRISH CAMARA & ETERNITY SERIES

1st Year = 100%	8th Year = 50%	15th Year = 20%
2nd Year = 100%	9th Year = 50%	16th Year = 20%
3rd Year = 90%	10th Year = 40%	17th Year = 20%
4th Year = 80%	11th Year = 40%	18th Year = 10%
5th Year = 70%	12th Year = 30%	19th Year = 10%
6th Year = 60%	13th Year = 30%	20th Year+ = 10%
7th Year = 50%	14th Year = 30%	

LIFETIME SERIES

1st Year = 100%	8th Year = 30%	15th Year = 10%
2nd Year = 90%	9th Year = 30%	16th Year = 10%
3rd Year = 80%	10th Year = 20%	17th Year = 10%
4th Year = 60%	11th Year = 20%	18th Year = 10%
5th Year = 50%	12th Year = 20%	19th Year = 10%
6th Year = 40%	13th Year = 20%	20th Year+ = 5%
7th Year = 40%	14th Year = 20%	

GENERATION SERIES

1st Year = 100%	8th Year = 20%	15th Year = 5%
2nd Year = 70%	9th Year = 10%	16th Year = 5%
3rd Year = 60%	10th Year = 10%	17th Year = 5%
4th Year = 50%	11th Year = 10%	18th Year = 5%
5th Year = 40%	12th Year = 10%	19th Year = 5%
6th Year = 30%	13th Year = 10%	20th Year+ = 5%
7th Year = 20%	14th Year = 10%	

DECADE SERIES

1st Year = 70%	5th Year = 10%	9th Year = 5%
2nd Year = 50%	6th Year = 10%	10th Year = 5%
3rd Year = 30%	7th Year = 5%	
4th Year = 20%	8th Year = 5%	

Commercial and Property Management Installation

Commercial and Property Management installations both carry a 1-year warranty when hiring S&G Carpet and More to do the installation. Most commercially rated floors do come with a manufacturer’s warranty that will differ depending on the product and manufacturer. The commercial warranties are usually available on the manufacturer’s website.

However, most residential products, like cut pile carpets, do not carry a warranty when installed in a non-homeowner setting.

Non-Warrantied Carpet Characteristics

IMPROPER INSTALLATION

This can cause problems with your new carpet. The Carpet and Rug Institute Installation Standard CRI-105 conforms to proper installation procedures and must be followed. We are not responsible for damage to your carpet caused by improper installation. Examples are wrinkling, due to insufficient stretch, loss of tufts due to improper seam sealing, and seam peaking. We recommend the use of a licensed S&G Carpet Installer to reduce the risk of improper installation. The installer must be licensed (C-15) to be eligible for inspection of the General Warranty and Conditions.

IMPROPER CLEANING

Improper cleaning can ruin your carpet and void all your warranties. Even though you may hire a “professional”, not all carpet cleaners do quality work. Adding Teflon, Scotchguard, or other chemicals may ruin your carpet and void your warranties.

ACCIDENTS, ABUSE, OR ABNORMAL WEAR

Your S&G Carpet warranties do not cover damage resulting from accidents or abuse, such as staining, soiling, burning, flooding, cutting, damage caused by pets, or damage caused by improper cleaning methods and materials.

CARPETS ON STAIRS, HALLWAYS, IN BATHROOMS, & KITCHENS

Your S&G Carpet warranties do not cover damage or appearance changes on carpet installed on stairs, hallways, in bathrooms, kitchens, outdoors, or in areas subject to other than ordinary shoe traffic.

PAD FAILURE

Deterioration of the padding can cause problems with your carpet. We are not responsible for any defects caused by the failure of the carpet pad. Please see the pad manufacturer’s warranty statement for more information.

PROBLEMS WITH MOISTURE

Your S&G Carpet warranties do not cover problems caused by wetting or 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. Visit online at www.iicrc.org.

DIFFERENCES IN SAMPLES

Your S&G Carpet warranties do not cover minor and normal differences between the color and texture of the sample and the color and texture of the actual carpet.

CARPET INSTALLATION

Proper installation is as important as the original quality and durability of the carpet. An improperly installed carpet will not look as good nor last as long and can cause delamination, buckling, wrinkling, and loss of tufts in the seam areas.

Before you have your new carpet installed, S&G Carpet and More recommends you let your carpet sit overnight, in an area not below 65 degrees Fahrenheit. This allows backing to become more pliable and easier to install. It also allows the “new carpet smell” to dissipate. Testing within the carpet industry, and independently, has not found any harmful emissions from carpets. The latex used to lock the tufts in place does produce a smell sometimes referred to as “new carpet smell”. Studies show 90-95% of the “new carpet smell” dissipates within a 24-hour span.

A seam may be required during the installation of carpet, depending on the dimensions of the rooms. If at all possible, the seam should run perpendicular to windows in order to minimize the light that reflects off the seam. Seams do show, and some carpet styles show more than others. There are no invisible seams.

Failure to have carpet installed using the previous guidelines can void your warranties.

APPEARANCE RETENTION

All carpets will change in appearance over time. This is primarily due to foot traffic. Carpet in heavy traffic areas will exhibit the most change. A

good quality cushion will help extend the carpet's appearance. The tips of the tufts in cut-pile carpets, over time and use, will lose some twist, causing them to bloom. This is normal and should be expected.

CRUSHING

This is the compaction of the pile thickness due to foot traffic or furniture. Regular use of a vacuum in high-traffic areas may help reduce changes in appearance.

FADING OR COLOR LOSS

Carpet may slowly lose color over time. This can be caused by direct sunlight, ozone, emissions from heating fuels, pesticides, cleaning agents, Benzoin Peroxide, and other household items. Care should be taken when using these items. Window treatments will reduce exposure to direct sunlight.

FOOTPRINTS

All carpets will show footprints and vacuum cleaner marks. The selection of a loop style carpet will help minimize the effect.

INDENTATIONS

Indentations will occur from furniture or heavy objects. Furniture coasters that are at least 1" in continuous width will assist in spreading the weight of the object to a larger area. Brushing the affected area with your fingertips will usually restore the crushed tufts to their original position.

MATTING

The entanglement of fibers and tufts of the yarn tips may be caused by a cushion failure or most often, improper maintenance. Residue from a spill that was not cleaned up thoroughly or cleaning residue that has not been rinsed completely will lead to matting.

SHADING

This is a change in pile direction that results in an apparent change in color due to the light reflection in different ways. Solid color cut-pile carpets will exhibit this more often than textured or patterned carpets. This is normal. Severe cases of shading are also known as pooling or watermarking. This results in a permanent pile reversal that occurs after

installation. It has no known cause and is usually confined to only certain areas of an installation. Pooling or watermarking is not considered a manufacturing defect.

SHEDDING

This is a normal characteristic of cut-pile carpets. It is more apparent in staple products versus continuous filament products. Regular vacuuming utilizing a vacuum cleaner with a beater bar will remove most of the loose fibers during the first year. The vacuum beater bar should be set at an appropriate level. When set too low, it can accelerate the wear appearance of the carpeting. The suction-only setting should be used to remove topical light soiling.

FILTRATION SOILING

Dust, dirt, pollen, cooking vapors, and other airborne pollutants may appear as dark lines along walls, vents, and doorways. It is usually due to an imbalanced ventilation system that is incapable of removing the volume of air entering the room. The excess air escapes through gaps between floors, walls, and doorways. Professional cleaning may clean the affected areas, but the condition will usually return unless the ventilation problems are corrected. Carpet of any quality will perform the same if subjected to filtration inefficiencies.

WRINKLES

Wrinkling may occur after installation. It can be caused by excessive humidity, inadequate cushion, or not using the recommended installation procedures found in CRI-105, especially relative to power stretching. A competent installer can usually correct this problem. Also, wheelchairs, scooters, and the sliding of furniture can cause wrinkles or waves in the carpet, which are not warranted.

YELLOWING

Yellowing can have many causes, such as BHT* offgassing from rebond pad, yarn lubricants, over-application of stain-resistant treatments, changes in alkalinity, cleaning solutions, general soiling, and fume fading. White vinegar applied to a clean white towel and held on the carpet will indicate if the yellowing can be removed. If this works, a 10% solution of citric acid applied by a professional cleaner will usually remove the yellowing. *Butylated Hydroxytoluene. Each of these items is characteristic of carpet and is not considered a manufacturing defect.

Homeowner Obligations Under S&G Warranties

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

1. Make sure you know which warranties apply to your particular carpet. The warranties are stated on the back of the sample at the time of purchase. It is your responsibility to know which warranties apply to your carpet.
2. Keep proof of purchase in the form of a bill, invoice, or statement from S&G Carpet and More, showing the price you paid for your carpet.
3. Install your carpet according to the guidelines in the Carpet and Rug Institute Installation Standard CRI-105.
4. Show proof of periodic cleaning by a certified professional cleaning service. A bill, invoice, or statement showing the cleaning service will serve as proof of cleaning.

A minimum of one professional cleaning every 12–15 months is required. Please keep all receipts as proof. Depending on the level of traffic, family size, soil conditions adjacent to the home, and other circumstances, more frequent cleaning may be advisable. Failure to clean your carpet in allotted time frames will void your warranties. Applying any aftermarket stain protectant or other chemicals will void the warranties, unless S&G Carpet advises otherwise.

Return and Cancellation Policy

50% Restocking fee on all cancellations and returned material. The cancellation policy also applies to S&G Stock wall carpets.

All returns or cancellations must be done within 30 days of the original purchase.

Helpful Hints

USE ENTRANCE MATS

Place mats inside and outside of your entrances to trap soil before it can be tracked into your home.

VACUUM REGULARLY

You can never vacuum too often. Manufacturers recommend a vacuum with a properly set beater bar, one that will raise the pile while it removes soil.

BLOT UP STAINS IMMEDIATELY

Immediate attention to spills and spots will make removal easier. Follow stain removal instructions recommended by the yarn manufacturer.

CLEAN PERIODICALLY

Clean your carpet before it shows traffic patterns. Soil particles can damage your carpet yarns. Follow recommended cleaning procedures to prevent voiding your warranty.

A SPOT IS NOT A STAIN

A spot can usually be removed if treated promptly and properly. A stain is a permanent color change. Prompt action will help prevent spots from becoming stains.