



## **WARRANTY & EXPECTATIONS**

### **Carpet Characteristics and Performance Expectations**

Like any other textile material, carpet has certain inherent characteristics that may affect its appearance over time. These conditions are normal and are not considered manufacturing defects:

#### **Color Variations**

Slight color variation may exist from side to side. This is a normal characteristic and may be more evident at the seams. Your installer should take care to make sure seams are not placed in the center or high profile areas of the rooms.

#### **Dyelot Variations**

Color and/or texture may vary from dyelot to dyelot. Two dyelots should never be seamed side by side, however they may be used in areas separated by other flooring surfaces or on stairways.

#### **Fading/Color Loss**

As in all textile products, carpet is subject to color changes over time. This can be due to a variety of things, but is usually caused by exposure to ozone, direct sunlight, certain cleaning agents, benzoyl peroxide and other household items. Window treatments can go a long way in protecting your carpet from harmful ultraviolet rays.

#### **Matting/Crushing**

Some degree of matting and crushing is unavoidable, especially in high traffic areas and pivot points. Extra care in vacuuming these areas will go a long way in decreasing the degree of noticeable crushing. Indentations from furniture or heavy objects are inevitable. Utilizing furniture coasters under the legs of heavy furniture will help minimize this condition. Brushing the affected areas with your hand or fingertips will usually hasten the recovery of the crushed fibers.

#### **Roll Crush**

This condition is caused by the weight of the roll on itself, and generally occurs during transit from the manufacturer to the installer. Roll crush marks are characterized by width-wise lines that appear darker when viewed from one direction, and then appear lighter when viewed from the opposite direction. Roll crush cannot be prevented and will usually dissipate on its own with normal use and

frequent vacuuming. In the most extreme cases, the crush marks can be corrected with the application of steam to the face of the carpet by a professional carpet cleaner.

### **Seams**

Depending on the dimensions of your room(s), one or more seams may be required to complete the installation. Seams are never invisible, however certain types of constructions are able to minimize their appearance. Visibility of seams is not a manufacturing defect.

### **Shading**

Shading is a change in pile direction, often caused by footprints and vacuum marks, that results in what appears to be a change in color. This is actually caused by the light reflecting in different ways, depending on which way the nap is laying in a particular area. Fibers that are laying down will reflect light differently than those that are standing up. This is a normal characteristic of cut pile and cut/loop patterned carpets.

### **Shedding**

Shedding is a normal characteristic of new carpets and will decrease over time with frequent vacuuming.

### **Sprouted Tufts**

Occasionally, a buried tuft works its way to the surface and stands up higher than the rest of the carpet tufts. Simply snip the sprouted tuft with sharp scissors and vacuum as usual. Never vacuum carpet with a visible sprouted tuft as it may get caught on the vacuum and cause a snag.

### **Wrinkles**

Wrinkling (sometimes referred to as “buckling”) can sometimes occur after the carpet has been installed for a period of time. This is usually the result of improper carpet cushion, or the installer not following the recommended installation guidelines found in CRI-105. The CRI-105 guidelines can be found at [www.carpet-rug.org](http://www.carpet-rug.org) and are the standard in the industry for carpet installation.

## **General Terms and Conditions of Warranties**

Only first-quality carpet (not seconds or promotional items) can be covered under these warranties.

Warranties apply to owner-occupied residences, and to carpet purchased by the tenant in a rental dwelling. Time-share dwellings are specifically excluded. Warranties are extended only to the original purchaser and are not transferable.

Warranties do not apply to carpet which has been bound into

rugs.

Carpet must be installed following the Carpet & Rug Institute Standard for Residential Installation, Publication #105. Carpet damaged by improper installation methods are not covered by any warranty. Examples of improper installation are damage from knee-kickers and/or power stretchers, wrinkling due to insufficient stretch, frayed seams due to lack of seam sealer and seam peaking. Contact the International Floor Covering Installers Association for a list of certified carpet installers at (816)231-4646.

Warranties exclude carpet not maintained in accordance with the guidelines outlined in the “Care & Maintenance” section of this website.

Warranties exclude carpet which has been put to commercial use, abnormal use or conditions, or abused in any way. “Commercial use” includes, but is not limited to, use in a store, office or other place of business. “Abnormal use or conditions” includes, but is not limited to, water damage from plumbing, storm or flood, damage from smoke or fire, damage from improper cleaning methods or materials, and from improper maintenance. “Abuse” is any use of the carpet that is unreasonable considering the normal and expected uses of a carpet in a residence.

Warranties do not cover damage or appearance changes on carpet installed on stairs, in bathrooms, kitchens, outdoors or in areas subject to other than ordinary shoe traffic.

Warranties specifically exclude any consequential or incidental damages incurred should your carpet need to be replaced for any reason.

We recommend a pad of no greater than 1/2” in pile height. All warranties will be voided if carpet is installed over pad with a pile height of greater than 1/2”.

Royalty provides a one-year limited repair or replacement warranty. Royalty warrants (to the original purchaser only) that the carpet will be free from manufacturing defects for a period of one year from the date of invoice. This repair or replacement warranty does not cover inherent characteristics covered in the “Characteristics” section of this website. This warranty covers manufacturing defects only, and not damage caused by abuse, improper or inadequate maintenance, or due to the use of improper pad or damage caused during installation.

Depending on the fiber type used in your specific carpet selection, additional warranties from either Stainmaster ([www.stainmaster.com](http://www.stainmaster.com)) or Wear-Dated ([www.wear-dated.com](http://www.wear-dated.com)) may also apply.