

## HOMEOWNER OBLIGATIONS

To maintain warranty coverage and ensure fast and easy warranty service, the homeowner is responsible for the following:

- Keep 2 sq. ft. (0.2 m<sup>2</sup>) of excess unused carpet remnant after installation for testing purposes
- Keep and be able to provide the original sales receipt or documentation illustrating proof of purchase and installation date of the carpet
- Make sure the carpet is installed according to our Outdoor Carpet Installation Guide
- Keep a list of products used to clean the carpet

## PERFORMANCE ASSURANCE WARRANTY

### Wear Resistance

Beaulieu Canada guarantees that with proper care and maintenance, the pile of your new outdoor carpet will not wear more than 20% by weight from normal foot traffic during the period specified by the warranty. Wear is defined as abrasive fiber loss and not as a change in appearance, such as crushing or matting.

### EXCLUSIONS

This warranty excludes the effects of willful damage, improper installation and maintenance. This warranty excludes carpet installed in commercial spaces.

### Stain Resistance

Beaulieu Canada guarantees the ability of the surface pile to resist common stains during the period specified by the warranty. Recommended carpet care and cleaning methods must be followed for the warranty to be valid. High-traffic areas and lighter carpet colors may require cleaning more often to retain their appearance.

### EXCLUSIONS

This warranty excludes stains resulting from improper maintenance. Also excluded are stains from materials that permanently destroy dyes or alter colors, such as bleaches, bathroom cleaners, caustic chemicals, insecticides, plant foods, paints, iodine, dyes, shoe polish, dyed rubber shoe soles, lipstick, mustard, tea, asphalt, tar, rust, acne medications, skin medications, vomit, urine, feces, blood and products containing Butylated Hydroxytoluene (BHT).

### Soil Resistance

Beaulieu Canada guarantees the surface pile will not have a noticeable color change (less than 3.0 using the AATCC Grey Scale) due to deposits of dry soil resulting from normal, household foot traffic during the period specified by the warranty, from the original purchase date, provided the carpet is installed properly and maintained in accordance with Beaulieu Canada's recommendations. Please note that lighter colors will show soiling more than darker colors and will require more frequent maintenance to retain their appearance.

**EXCLUSIONS**

This warranty excludes any carpets treated with a silicone based anti-soil treatment post installation, improper maintenance or damage due to the application of improper cleaning agents or any carpets not maintained in accordance with Beaulieu Canada's recommendations.

**Fade Resistance**

Beaulieu Canada warrants that its carpets will not significantly change in color as a result of exposure to light during the period specified by the warranty. Significant change in color is defined as a rating of less than 3.0 on the AATCC Grey Scale for evaluating change in color (1.0 = more change, 5.0 = less change).

**EXCLUSIONS**

This warranty only covers fading caused by natural light.

**GENERAL WARRANTY EXCLUSIONS****Accidents or abnormal use**

This warranty excludes carpet which has been subjected to abnormal use, conditions or abuse, incidental or consequential damages.

**Differences in samples**

This warranty excludes minor and normal differences between the color or texture of in-store samples and that of the actual carpet. It is normal that the sample color and texture may slightly differ from the true color and texture of the actual carpet.

**Commercial use**

This warranty excludes carpet that has been put to commercial use. Commercial use includes, but is not limited to, use in a store, office or other place of business.

**Improper cleaning and care**

This warranty excludes damage caused by improper cleaning, maintenance, cleaning materials or inadequate care.

**Improper Installation**

This warranty excludes damage caused by improper installation. Examples include, but are not limited to, wrinkling due to insufficient stretch, or seam peaking due to overstretching material, or loss of tufts due to improper seam cutting techniques, or seam sealant application prior to seam confection. The carpet must be installed according to our Outdoor Carpet Installation Guide.

**Pooling**

This warranty excludes pooling, which is a naturally occurring phenomenon.

**FILING A CLAIM**

In the event of a claim, please notify the retailer. Be prepared to describe the specific problem and to include a copy of your invoice. The retailer will then take the necessary steps to ensure the claim is looked after and contact Beaulieu Canada's local representative if necessary. If the retailer cannot be reached or an unsatisfactory reply is given, contact Beaulieu Canada's Help Desk at 1-888-467-5075. To ensure fast and easy service, please refer to the "Homeowner Obligations" section of this document.

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Please visit our website at [beaulieucanada.com](http://beaulieucanada.com) for the most up-to-date version of this document as it may have been revised and updated since this printed version.

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