



Duracolor[®] Warranty

Mohawk Group

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Duracolor[®] Warranty

This limited warranty applies only to the original purchaser of Mohawk Group* carpet for indoor commercial installations. This warranty applies only to those Duracolor[®] products specifically designated by Mohawk Group.

Provided the designated carpet has been properly installed and maintained in the specified commercial location in strict accordance with Mohawk Group's instructions and procedures and subject to the limitations set forth herein, including the specifications and manufacturing tolerances established for the product, Mohawk Group warrants to the original Owner, the following:

I. Items Under Warranty

Mohawk Group warrants the following for the normal useful life of the carpet^{**}:

1. **Wear** – Carpet will not wear more than 10% of its surface pile weight from abrasive wear. "Abrasive wear" means fiber loss from the carpet through normal abrasion, not crushing or flattening of the carpet pile in any area, nor staining, soiling, fading, or change in carpet appearance, nor fiber loss due to abnormal usage of the carpet;
2. **Stain** - Carpets incorporating the DURACOLOR[®] technology will retain permanent stain protection against acid type spills as measured by General Services Administration (GSA) Test for Permanence SIN 31-8 (note 11). AATCC 175 modified by exposing sample to 100 revolutions of the Taber Abrader (1,000 gram weight per H-18 wheel) then stain testing in the abraded area. Rating of 8.0 or better on the AATCC Red 40 Stain Scale;
3. **Colorfastness (Wet and Dry)** – Carpets incorporating the DURACOLOR[®] technology will resist color transfer from wear for the life of the carpet. DURACOLOR[®] carpets will exhibit permanent colorfastness (wet or dry) for the lifetime of the installation as measured by AATCC Test Method 165, minimum stain ratings of 4 or better compared to AATCC Color Transference Scale;
4. **Wetfastness** – Carpets incorporating the DURACOLOR[®] technology will resist color change after exposure to water damage for the life of the carpet. DURACOLOR[®] carpets will exhibit permanent wetfastness for the lifetime of the installation as measured by AATCC Test Method 107, minimum shade change should be no less than International Gray Scale Rating of 4; and
5. **Static Protection** - Carpets incorporating the DURACOLOR[®] technology will offer protection from static discharge in excess of 3.5 KV when tested under AATCC Test Method 134 (Step).

Mohawk Group warrants the following for ten (10) years from the date of invoice[†]:

6. **Lightfastness** - Carpets incorporating the DURACOLOR[®] technology will resist color loss from light exposure as measured by AATCC Test Method 16E – International Gray Scale Rating after 160 AFU's (Xenon Arc) should be 3-4 or better; and
7. **Atmospheric Contaminants** - Carpets incorporating the DURACOLOR[®] technology will resist color loss from Atmospheric Contamination as measured by AATCC Test Method 129 – ozone minimum shade change rating after five cycles should be no less than International Gray Scale Rating of 3.

II. **Limitations – This warranty does not include:**

1. Disfigurement or damage caused by abnormal use or any damage to the carpet not arising out of a manufacturing defect in the carpet, including such disfigurement or damage as tears, burns, pulls, cuts, floods, excessive alkalinity, excessive moisture, installation on stairs, damage resulting from improper cleaning agents or methods, neglect, or damage in transit;
2. This warranty specifically excludes general soiling, discoloration, appearance change, due to pile distortion, and exposure to substances or contaminants which degrade or destroy nylon yarn or the color of the carpet. Also, this warranty specifically excludes carpet which has been surface treated with materials not recommended or approved by Mohawk Group, or which has been subjected to abnormal use or conditions or to cleaning agents or maintenance methods not recommended or approved by Mohawk Group;
3. Abuse by any athletic equipment such as roller skates, ski boots, or golf shoes;
4. Differential fading from light exposure, shading, pile crush, dye lot differences, or soiling;
5. Any condition that would have been visible upon inspection prior to the installation; and
6. Any condition resulting from other than ordinary wear or from any use for which the product was not designed.

III. **Owner Obligation**

1. Owner must submit notice of all claims under this warranty to Mohawk Group within a reasonable time after discovery of the alleged defect and within the specified warranty period.
2. Claims must be submitted at www.mohawknet.com or in writing and delivered to the following:
Mohawk Group
Attention: Claims Department
508 East Morris St.
P.O. Box 1448
Dalton, GA 30721
3. If Mohawk Group determines that carpet is to be replaced or repaired under the terms of this warranty, all areas must be free of all equipment, furnishing, partitions, and the like at the Owner's expense.

IV. **Warranty Remedies**

1. After receipt of proper written notice of the claim, Mohawk Group may designate a representative to inspect the carpet with the Owner's representative.
2. Subject to the above warranty limitations and Owner's obligations, Mohawk Group shall, at its sole discretion, repair or, replace the affected carpet or refund the proportional purchase price of the affected areas.
3. Any replacement will be made with a comparable product selected by Mohawk Group from the current Mohawk Group running line. However, Mohawk Group's obligation shall not include the reimbursing of any indirect costs or incidental or consequential damages, however incurred. By way of example and not limitation, damages arising from the interruption of use of the spaces affected or expenses in removing furniture or equipment from the affected area shall not be included in its obligation.

4. The remedies provided in connection with this limited warranty are expressly in lieu of any other remedies provided under any other express or implied warranty, INCLUDING ANY WARRANTY BY MODEL OR SAMPLE AND ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS, and of any other obligation on the part of the Mohawk Group. This warranty supersedes any additional or inconsistent warranty(ies) set by the dealer, Owner, or any third party. In no event shall Mohawk Group be liable for any incidental or consequential damages. No modification of this warranty shall be effective unless in writing and signed by an authorized representative of Mohawk Group.

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. The above limitation or exclusion may not apply in some situations.

This warranty gives provides the Owner specific legal rights, and the Owner may also have other rights which vary from state to state. Except for these rights, the remedies provided under this warranty state the limit of Mohawk Group responsibilities.

V. **Mediation/Arbitration:**

1. If a dispute arises out of or relates to this warranty, or the breach thereof, and if said dispute cannot be settle through direct discussions, the parties agree to first endeavor to settle the dispute in an amicable manner by mediation administered by the American Arbitration Association under its Commercial Mediation Rules in Atlanta, Georgia before resorting to arbitration. Thereafter, any unresolved controversy or claim arising out of or relating to this warranty, or breach thereof, shall be finally settled by arbitration administered by the American Arbitration Association in Atlanta, Georgia and in accordance with its Commercial Arbitration Rules and judgment upon the award rendered by the arbitrator(s) may be entered in any court having jurisdiction thereof.
2. Neither party nor the arbitrator(s) may disclose the existence, content, or results of any arbitration hereunder without the prior written consent of both parties.
3. The arbitrator(s) shall be appointed as provided in the American Arbitration Association Commercial Arbitration Rules.
4. In rendering the award, the arbitrator(s) shall determine the rights and obligations of the parties according to the substantive and procedural laws of the State of Georgia.

* Mohawk Group is a division of Mohawk Carpet Distribution, Inc.

** "For the normal useful life of the carpet" is defined as the life of the carpet with equitable adjustment to reflect the value of the Owner's use of the carpet. This warranty is not transferrable.

† This ten (10) year warranty is subject to an equitable adjustment to reflect the value of the Owner's use of the carpet. This warranty is not transferrable.