



Woven Carpet Warranty

 Mohawk Group

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Calhoun, GA 30701

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Technical Services Department
508 East Morris St.
Dalton, GA 30721
800.833.6954

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This limited warranty applies only to the original purchaser of Mohawk Group* carpet for indoor commercial installations. This warranty applies only to those Woven products specifically designated by Mohawk Group in writing. This warranty is void if the carpet is installed for residential use.

The use of Mohawk Group branded adhesives is required to ensure optimum results and are the only approved adhesives warranted by Mohawk Group. Failure to use Mohawk Group branded adhesives will result in warranties being null and void. Substrates must be prepared using Mohawk Group's recommended floor preparation procedures.

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, Mohawk Group warrants the following:

I. Items Under Warranty:

1. **Wear** - Mohawk Group warrants that the carpet will not wear more than 10% of its surface pile weight from abrasive wear for the life of the carpet.** "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. **Tuft Bind** - Mohawk Group warrants that its high performance Woven products will provide superior tuft bind capabilities in high traffic environments for the life of the carpet. Any failure to perform with respect to tuft bind will be independently evaluated, and remedied if a product defect is responsible for substandard performance.
3. **Static Protection** - Mohawk Group warrants for the life of the carpet that the carpet will not give static discharges in excess of 3.5 KV when tested in accordance with AATCC Test Method 134.
4. **Edge Ravel** - Mohawk Group warrants that the carpet will not have continuous ends coming out at lengthwise seams for the life of the carpet. Proper application of edge sealer is required during installation for this warranty to be in effect.
5. **Zippering** - Mohawk Group warrants that the carpet will not zipper or develop continuous "pile yarn runners" for the life of the carpet.
6. **Delamination** - Mohawk Group warrants that the carpet will not delaminate for the life of the carpet. Chair pads are not required for the warranty but are recommended for maximum appearance retention.

7. **Dimensional Stability** - Mohawk Group warrants that the carpet will not lose its dimensional stability (i.e. growth or shrinkage with either stretch-in or glue-down installations) for the life of the carpet due to normal variations in atmosphere, temperature, or humidity. or when maintained in accordance with Mohawk Group's recommended maintenance procedures.
8. **Specifications** - Mohawk Group warrants that the carpet conforms to specifications established for the product, subject to normal variations in atmosphere, temperature or humidity.

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 defects in the carpet. For example, the warranty does not cover tears, burns, pulls, cuts, installation on stairs, damage resulting from improper cleaning agents or methods, or damage in transit.
2. Edge ravel where carpet is cut for access to floor outlets and around trench header ducts or when edge sealer is not applied during installation.
3. Abuse by any athletic equipment such as roller skates, ski boots, or golf shoes.
4. Differential fading from light exposure due lot differences, or soiling.
5. Any condition resulting from other than ordinary wear, or from any use for which the product was not designed.

III. Obligations of Owner:

1. Owner must submit notice of all claims under this warranty to Mohawk Group within the specified warranty period.
2. Claims must be submitted in writing and delivered to:
Mohawk Group
Attention: Claims Department
508 East Morris St.
P.O. Box 1448
Dalton, GA 30721
3. All areas in which carpet is to be replaced under the terms of this warranty must be cleared of all equipment, furnishings, partitions, and the like that have been installed over the carpet subsequent to the original carpet installation at Owner's expense.

IV. Warranty Remedies:

1. After receipt of proper written notice of claim. Mohawk Group will designate a representative to inspect the carpet with Owner's representative and Mohawk Group will meet all warranty obligations.
2. Subject to the above warranty limitations and owner's obligations, the Mohawk Group shall repair or, in its sole discretion, replace any carpet which does not meet the requirements of this warranty, at no expense to the owner for any cost of the replacement carpet material, adhesive, labor for removal of the defective carpet, and/or labor for the installation of any replacement carpet.
3. Any replacement will be made with a comparable product selected by Mohawk Group from the then 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, nor expenses in removing furniture from the affected area are included in our 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 the Mohawk Group be liable for any incidental or consequential damages. No modification of this warranty shall be effective unless in writing and signed by a representative of the Mohawk Group authorized to do so.

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 to you.

This warranty gives 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 this warranty state the limit of Mohawk Group responsibilities.

V. Mediations/Arbitration:

1. If a dispute arises out of or relates to this warranty, or the breach thereof, and of said dispute cannot be settled 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 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 on 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 life of the carpet" is defined to be the lifetime of the original carpet for the particular installation. This warranty is not transferrable.

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