

WARRANTY

USMILLS 25 YEAR LIMITED RESIDENTIAL BROADLOOM CARPET WARRANTY

We stand behind the quality of our products and take pride in bringing to market beautiful well-designed carpets.

The following details the Residential Limited Warranty issued by USMILLS LLC for all residential carpets. This warranty applies to purchases of USMills Residential carpet bought after Jan 2022.

WHO IS COVERED.

The original purchaser is covered who has bought this carpet for their own residential use in an owner-occupied residence. This warranty is non-transferable.

WHAT TO KEEP

Make sure to keep the following documents and a copy of this warranty:

- Original sales receipt or invoice
- Receipts or invoices from professional cleaning
- Name and information of the installer
- Type and brand of the under-pad used
- If possible, a piece of uninstalled carpet

THIS RESIDENTIAL WARRANTY COVERS

This prorated warranty includes reasonable labor if installed by a professional installer

- 25 Years Quality assurance – Carpet will be free of manufacturing defects for 25 years.
- Limited lifetime stain, fade and pet warranty.
- 20 Year texture retention warranty – Will not show significant loss of texture or twist from normal foot traffic
- 15 Year Abrasion – Carpet will not lose more than 15% of the face yarn by weight.
- 25 Years soil Warranty – Surface pile of the carpet will not soil by common household use.

CONDITIONS

- No outdoor use is covered. For indoor use only.
- Warranty is non-transferrable
- A proration schedule applies (see below)
- Carpet installation should follow the Carpet & Rug institute Residential installation Standard CRI-105. An FHA/HUD under-pad is required.
- All installations must be stretched over padding.
- All seams must be sealed with an appropriate seam sealer.
- USMills will not cover any installation labor for defects that were clearly visible during or before installation like tears, stains, delaminated backing, etc.
- Carpet must be cleaned and maintained according to the guidelines established by the Carpet and Rug Institute (www.carpet-rug.org).
- Your carpet must be professionally cleaned (hot water extraction) at a minimum every 18 months.



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EXCLUSIONS

- Stairs
- Non-residential use
- Stains from paints, Shoe polish, lipstick, iodine, oil-based materials, vomit, motor oil, hair dye, adhesives.
- Carpet treated after installation with any silicone based anti-soil or anti stain treatments
- Crushing or matting marks left by furniture
- Installation defects including burns, cuts, stains, tears, etc.
- Excessive moisture and flooding. Moisture related issues affecting the integrity of the carpet are not covered.
- Incorrectly installed carpet or carpet installed over existing pad
- Carpet that is glued down
- Carpet installed in areas with extensive direct sunlight are not covered for fading.
- The pet warranty includes the physical appearance of a pet stain but excludes the odors.
- Pet stains that are not accidental but appear from regular occurrence are not covered.

IN CASE OF DEFECT

In case of a defect covered under this warranty.

- If within one (1) year of the purchase reasonable cost for labor and freight will be covered.
- The affected area will be repaired or replaced.
- If a replacement is needed US Mills will credit the installing flooring subcontractor a percentage of the replacement cost of new carpet according to the proration schedule below.
- Costs incurred for moving any type of furniture installed over the carpet are not covered.

In case you believe your carpet has a defect covered under this warranty, please contact the retailer where you purchased the carpet, all communications will go through them. In case you are not being serviced please contact sales@usmills.com. A claim report must be filed with US Mills prior to any replacement or credit. Your US Mills dealer must personally inspect this claim.

25 Year Proration schedule

If the carpet does not perform according to the warranty US Mills will provide a credit for equal to the cost of the carpet material only following the below schedule.:

Year	% covered
1	100
2	100
3	100
4	100
5	100
6	100
7	90
8	90



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9	90
10	80
11	80
12	80
13	70
14	70
15	60
16	60
17	60
18	40
19	40
20	20
21	20
22	10
23	10
24	5
25	5

DISCLAIMER OF IMPLIED WARRANTIES.

No implied warranties are given with this carpet. Implied warranties include warranties which the law presumes have been given by the seller even though there are no warranties in writing outlining such warranties, merchant ability and fitness for a specific use or purpose.