



Happy, Delighted, Ecstatic and Fancy Schmancy Carpets

Lifetime Warranty on install, carpet and pad, transferable to new homeowner if your home is sold for up to 90 days from the date of purchase.

Flippin' Great Carpets

5-year Warranty on carpeting and pad for normal wear and tear, and 5-year Warranty on the installation on single-family homes. Warranty is transferable to new homeowner if your home is sold for up to 90 days from the date of this email. Rental property flooring is warranted for the initial family occupying the property.

Commercial Carpets

20-year Warranty on carpeting for normal wear and tear, and 20-year Warranty on the installation.

Traditional, Rustic and Park Avenue Luxury Vinyl Plank

Lifetime Warranty on normal wear and tear, and Lifetime Warranty on the installation on single-family, non-rental property homes. Warranty is transferable to new homeowner if your home is sold for up to 90 days from the date of this email.

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MyFlooring warranties specifically exclude any carpet that has been treated after installation with any foreign agents, non-residential installations, abnormal abuse, and carpet exposed to hot substances or other abusive conditions that deteriorate the appearance of the pile fibers. Specifically excluded from this warranty is damage caused by tears, pulls or burns. Warranties do not cover damage due to flooding as a result of weather events or plumbing or appliance failure.

REPLACEMENT/REPAIRS

MyFlooring may repair or replace products in affected areas to satisfy obligations of the warranty one time. If replacement is necessary and the identical flooring is not available, MyFlooring will provide flooring of comparable quality, color, and value. Any replacement product is warranted for the remainder of the original warranty period.

COVERAGE

Residential warranty terms apply to products installed in owner-occupied residential dwellings (single-family homes, condominiums, town houses, etc.). Residential dwellings that are not owner occupied are not covered by this warranty. If an owner-occupied residential dwelling transitions to a rental unit the warranty is voided from that date. If a residential premise is ever a rental unit, coverage under the residential warranty terms cannot be established or re-established.

WEAR, STAIN AND FADE WARRANTY

MyFlooring products will not wear, stain, or fade from normal use for the life of their warranty as specified above. The following definitions apply:

- Wear must be through the wear layer to the degree that the printed pattern is altered. Surface scratches and reduction of gloss are considered normal wear and are not considered defective product. Fade must be to the degree that the floor is permanently discolored.
- Stain is defined as a permanent change in color of the surface of the product caused by common household food and beverages. The following are excluded from stain warranty coverage: ink, iodine, mercurochrome, betadine, dyes, asphalt, tar, grease, baking grease, cooking oils, and nail polish.

PET WARRANTY

MyFlooring warrants that our products will resist staining from pets (domestic dogs and cats) including feces, urine, and vomit for the indicated period of time specified in this document. This pet warranty is defined as a permanent change in color of the surface of the product after recommended spot cleaning procedures. Odor emanating from material between or under flooring is not covered. Recommended cleaning and maintenance procedures must be attempted prior to remedy consideration by the warranty. Allowances will not be offered where there is evidence that pet stains are not accidental but are a regular occurrence.

WATERPROOF WARRANTY

MyFlooring LVP products are waterproof from topical moisture. This warranty excludes damage from mold and mildew growth due to prolonged exposure to moisture. Damage to surrounding structures such as, but not limited to, subfloors, walls, fixtures, furniture, underlayment, moldings, trims or subfloor heating systems is excluded. This limited warranty does not apply to damage caused by water or moisture in the subfloor or underneath the flooring including damage from subfloor hydrostatic pressure, flood, appliance failure, plumbing leaks, or other conditions that result in water or moisture under the flooring.

RECOMMENDED CLEANING AND MAINTAINENCE

- Vacuum regularly with a Carpet and Rug Institute Seal of Approval vacuum cleaner.
- Have your carpet professionally cleaned using hot water extraction every 12-18 months to remove soil and residues and prolong the life of your carpet.
- Always attend to accidents and spills immediately by blotting the spill with a damp, white absorbent towel.
- Do not apply heat or hot water to a urine stain.
- Only use Carpet and Rug Institute Seal of Approval spot cleaners.

SPOT TREATING

Water Soluble Stains: First, using cold water, blot thoroughly with a white cotton cloth or paper towel. Next, apply a solution of 1 tsp. clear liquid dishwashing detergent to one quart of water. A spray bottle works well. Repeat until the stain is removed.

Water Soluble Stains with Odor: Same as treating water-soluble stains but treat with white vinegar before using detergent. Blot or spray - do not oversaturate.

Water Soluble Stains with Heavy Colors: Same as treating water-soluble stains but treat with a household ammonia before using detergent.

Grease: Blot as much as possible with a white cloth or paper towel. Apply a volatile solvent such as Perchloroethane (dry cleaning fluid) or a citrus-based solvent to a white cotton cloth. CAUTION: Do not apply the solvent directly to the carpet pile as permanent damage WILL result. Use with rubber gloves and adequate ventilation.

Waxes and Gums

Freeze with ice or a commercially available product in a spray can. Shatter with blunt object and vacuum immediately. Repeat as necessary.

Rust

Most can be removed with a 10% solution of citric acid. More stubborn stains will require professional cleaning, as restricted chemicals may be needed. Use of citric acid is not recommended for solution-dyed products, as damage may result. Certain household cleaners contain citric acid and should be used with caution.