

Limited Texture Retention Warranty

Limited Texture Retention:

Texture retention is the ability of carpet tufts to retain a normal amount of their visible size, shape, and orientation. Texture change associated with normal pile crush is a characteristic of all carpet and is not covered under this warranty. Please note that the texture of any carpet will change in heavy traffic areas. Such conditions constitute normal wear and tear and are not covered by this warranty. Alexandria International will coordinate replacement for the affected area only with identical carpet, or carpet of comparable value at time of replacement.

Limited Texture Retention warranty excludes:

- Carpets not installed over pad which meet standards.
- Carpets installed outdoors, in bathrooms, kitchens, garages, etc.
- Damage caused by pets (physical damage caused by clawing and scratching etc.)
- Stairs

Terms for Warranty:

All limited warranties only apply to carpet purchased from Alexandria International and installed in owner-occupied residences where no commercial activity takes place, including rental or day care. These warranties exclude carpet which has been subject to commercial use, abnormal use or conditions, any type of abuse, vandalism, or damage by smoke, fire, storm, flood, hurricane, wind, lightning or any natural disaster. Any repair or replacement under these limited warranties will be coordinated by Alexandria International and will be limited to the affected area only. To qualify for warranty coverage, all carpet purchased from Alexandria International must be installed over carpet pad for density (lb./ft.), thickness (in.), weight (oz./sq.yd.) and other physical characteristics which determine performance. These limited warranties are conditioned upon your compliance with recommended carpet care and cleaning procedures and are voided if those procedures are not followed. We reserve the right to limit quantities to the amount reasonable for our regular customers. All warranties are non-transferrable and apply to owner-occupied residences only. All rights reserved.