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5 Year Residential Stain Limited Warranty

Richmond warrants that this carpet will not permanently stain from substances typically found in homes following installation, provided that the carpet is properly installed and maintained indoors according to Richmond's maintenance and installation recommendations (see general warranty details below).

A stain is defined as an irreversible localized color change rated less than 3.0 on the AATCC Gray Scale for Evaluating Staining (1.0 = more change; 5.0 = less change)

This warranty excludes willful damage including burns, water damage, reappearing (wicking) spots, and any stain that may occur in high traffic areas such as stairs. In addition, substances that degrade or destroy the carpet fibres (i.e. bleaches, drain cleaner, battery acid etc.), are also excluded from warranty coverage.

This warranty is not a cleaning contract. The consumer must spot clean, vacuum and steam clean the carpet on a regular basis (see maintenance section below).

Claims submitted to Richmond under this warranty must include a letter and a receipt from a professional carpet cleaner describing the affected area and the cleaning procedures applied, with a statement that the stain could not be removed. If after professional cleaning, the stain is tested and the affected area is found to have a rating of less than 3.0 on the AATCC Gray Scale for Evaluating Change in Color, Richmond will designate a professional carpet cleaner to attempt to remove the stain. If the second professional cleaning removes the stain, the consumer must pay for this service. If Richmond determines that the affected area remains unsatisfactory, and that all warranty conditions have been met, Richmond will compensate the owner on a pro rata basis for: (1) the original material cost of the carpet for the area directly affected, and (2) a reasonable installation allowance.

General Warranty Details

• Warranty Coverage

Richmond will repair or replace the portion of the carpet that does not perform according to our warranties. If all warranty conditions have been met, Richmond will compensate the owner pro rata for the original cost of the carpet for the directly affected area and a reasonable installation allowance. Any charges for carpet disposal, new padding or moving furniture, equipment, etc. are the responsibility of the owner.

• Installation

The carpet must be installed in accordance with the Carpet & Rug Institute standard CRI-105. Seam sealing is mandatory on all installations. Power stretching is mandatory on all stretch-in installations.

Installation Recommendations:

http://www.carpet-rug.org/pdf_word_docs/105.pdf

• Maintenance

The carpet must be maintained and cleaned in accordance with Richmond's maintenance guidelines. Spills should always be cleaned immediately and heavily trafficked areas should be vacuumed a minimum of twice per week, with less trafficked areas vacuumed at least once per week. Residentially installed carpet should be professionally cleaned at least every 12 to 18 months to maintain the appearance of the carpet, sooner if the carpet begins to appear soiled. Hot water extraction (steam cleaning) is Richmond's recommended cleaning method. Always allow carpet to dry thoroughly before exposing to traffic.

• This warranty is prorated based upon the chart below and is non-transferable. It excludes the effects of improper installation, maintenance and willful damage.

• The consumer shall reasonably cooperate with Richmond in its efforts to honor and perform its obligations under this warranty.

Pro-rated warranty coverage

Claim reported in…	**5 year warranty**
1st year of installation	100%
2nd year of installation	100%
3rd year of installation	50%
4th year of installation	30%
5th year of installation	10%

Suggested spot removal methods

Stain	**Method**	**Stain**	**Method**	**Stain**	**Method**
Asphalt	D	Ink (ball point)	D	Tea	D
Beer	A	Iodine	A, E	Vomit	C
Beet Juice	B	Ketchup	A	Water Colours	A
Blood	A	Kool-Aid	A	Wine	B
Chewing Gum	H	Latex Paint	A		
Chocolate	D	Lipstick	D		
Coffee	D	Liqueur	A		
Cola	A	Make-up	D		
Cooking Oil	D	Medicine	A		
Cough Syrup	A	Mouthwash	A		
Cranberry Juice	B	Motor Oil (used)	D		
Crayon	D	Mustard	A		
Dirt	F	Nail Polish	G		
Egg	A	Oil Paint	D		
Felt Marker	D, E	Orange Juice/Pop	A		
Furniture Polish	E	Pet Feces	C		
Furniture Stain	D	Pet Urine	C		
Gelatins	A	Prune Juice	B		
Grape Juice	B	Red Clay Soil	F		
Grape Soda	A	Rust	A		
Grease	D	Shoe Polish	D		

Cleaning methods

A. Blot the excess stain or liquid. Soak the carpet with lukewarm water for one minute then blot with white paper towel. Repeat until no stain is evident on the towel. If stain persists, use stain removal spray and press into stain area with fingers. Blot excess and rinse with clear, lukewarm water to remove detergent. Blot dry. If the stain persists, add water again, fold a paper towel and place it over the stain with weight. Check the towel every five minutes until the towel is stain free. Repeat these steps as needed. Brush up the pile and allow it to dry before the carpet is walked on.

B. Blot the excess stain or liquid. Soak the carpet with lukewarm water for one minute then blot with white paper towel. Apply hydrogen peroxide (3% strength available in drug stores) and immediately follow this application with household ammonia. Blot the stain. Rinse with water and blot again. If the stain persists, follow Method A from the use of a stain removal spray and water onward.

C. Blot or scrape off any excess stain or liquid. Vacuum particles and soften the stain with alcohol or dry cleaning solvent, then blot immediately. If the stain persists, follow Method A from the use of a stain removal spray and water onward.

D. Blot the excess stain or liquid. Wet the stain with alcohol or dry cleaning solvent and blot dry immediately. Repeat this process twice. If the stain persists, follow Method A from the use of a stain removal spray and water onward.

E. Blot the spot to remove excess stain or liquid. Rinse the stain with clear, lukewarm water and blot dry. If the stain persists, apply a dry cleaning solvent with a dampened white cloth and blot dry immediate. Next, apply warm water to the stained area and blot dry with a clean, white cloth. Absorb any remaining moisture with layers of white cloth weighted on top of the area. Repeat these steps as needed. Brush up the pile and allow it to dry before the carpet is walked on.

F. Allow the stained area to dry and vacuum excess. Soak the area with lukewarm water for one minute and blot it with a sponge or white paper towel. Repeat this process until no stain is evident on the towel. If the stain persists, follow Method A from the use of a stain removal spray and water onward.

G. Blot any excess substance. Test non-oily nail polish remover on an obscure, non-visible piece of carpet to see if it removes carpet colour. If not, gently apply remover using a cotton swab, beginning at the stain's outside edge and then moving toward the centre (be careful not to wet the carpet through to its backing). Blot the stain. Repeat if necessary. Brush up the pile and allow it to dry before the carpet is walked on.

H. Freeze the area with ice cubes. Shatter the frozen gum with a blunt instrument. Vacuum gum pieces before they melt. Blot the area to absorb any remaining moisture with a white cloth. When dry, brush the pile to restore texture.

END