



Richmond Commercial Carpet Tile Collection Lifetime Warranty

Wear:

Richmond Commercial warrants that this carpet will not wear more than 10% during the useful life of the carpet, provided that the carpet is properly installed and maintained indoors according to Richmond Commercial maintenance and installation recommendations (see general warranty details below).

This warranty excludes carpet installed on stairs, areas subject to caster action, damage from skates, spiked shoes and sharp objects and abuse. Water damage, willful damage including burns, tears and cuts, and the effects of improper installation and maintenance are also all excluded from this warranty. This warranty is void in areas where seams are not properly sealed at installation. This warranty covers abrasive wear (loss of pile) and does not cover soiling, crushing or pooling.

If after inspection and/or testing of the carpet, Richmond Commercial determines that the carpet has worn more than 10% and that all warranty conditions have been met, Richmond Commercial 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.

Delamination:

Richmond Commercial warrants that this carpet will not delaminate (i.e. the secondary backing will not separate from the carpet), or edge ravel during the useful life of the carpet, provided that the carpet is properly installed and maintained indoors according to Richmond Commercial' installation and maintenance recommendations (see general warranty details below).

This warranty excludes carpet installed on stairs, water damage, willful damage including burns, tears and cuts, and abuse. In addition, the effects of improper installation and maintenance are also excluded from this warranty. This warranty covers lamination of the carpet itself, as distinct from the adhesion of the carpet to the flooring substrate.

If after inspection and/or testing of the carpet, Richmond Commercial determines that the carpet has delaminated, and that all warranty conditions have been met, Richmond Commercial 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.

Stain:

Richmond Commercial warrants that this carpet will resist permanent staining by most common food or beverage substances found in households and offices during the useful life of the carpet, provided that the carpet is properly installed and maintained indoors according to Richmond Commercial 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 stains caused by substances other than food or beverage such as vomit, urine and feces. In addition, food or beverages that contain strongly colored natural dyes (for example, but not limited to mustard, herbal teas), and substances that degrade or destroy the carpet fibers (for example but not limited to bleaches, acne medication, drain cleaner, liquid plant food) are also excluded. This warranty also excludes willful damage including burns, water damage, reappearing (wicking) spots, and any stain that may occur in high traffic areas such as stairs. This warranty is not a cleaning contract. The

consumer must establish and implement a pre-planned preventative maintenance program immediately after installation of the carpet (see maintenance section below).

Claims submitted to Richmond Commercial 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 Commercial 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 Commercial determines that the affected area remains unsatisfactory, and that all warranty conditions have been met, Richmond Commercial 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 Commercial 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 Commercial will compensate the owner pro rata for the original cost of the carpet for the directly affected area and a reasonable installation allowance. Reasonable re-installation costs are limited to \$6 per square yard or \$100 when the area is less than 20 square yards. Any charges for carpet disposal, new padding or moving furniture, equipment, etc. are the responsibility of the owner. The following prorated schedule applies to all Richmond Commercial products:

1-5 years – 80% 6-10 years – 40% 11-25 years – 20% 26+ years – 5%

Installation

The carpet must be installed by the direct glue method, or installed glued over an appropriate commercial grade cushion.

Maintenance

The carpet must be maintained and cleaned in accordance with Richmond Commercial' recommendations as outlined in www.richmondcommercial.ca including daily spot cleaning and vacuuming of traffic areas, weekly vacuuming of all areas, and periodic steam cleaning are all an integral part of any pre-planned routine and ongoing commercial maintenance program. Do not over-wet the carpet when cleaning. Allow carpet to dry thoroughly before exposing to traffic. When cleaning spots never pour solvents directly on the carpet, apply to a cloth and blot carefully.

- This warranty is prorated based upon a typical useful life of 15 years and is non-transferable. It excludes the effects of improper installation, maintenance and willful damage.
- The consumer shall reasonably cooperate with Richmond Commercial in its efforts to honor and perform its obligations under this warranty.