

Please keep these important papers regarding your flooring on hand for future reference:

- This warranty
- Original receipt

Retaining these documents ensures that you'll have all the necessary paperwork handy in the unlikely event of a warranty claim. Mohawk Home also recommends keeping excess planks from your installation for your warranty and in case you ever need to make a repair.

If you have any questions regarding your product warranty, contact mohawkhomecenters_costco@mohawkkind.com or call 888-459-9220.

Mohawk Home 5 Year Limited Manufacturing Defects Warranty

FOR FLOOR INSTALLATIONS ONLY

Mohawk Home warrants to the original buyer that the carpet tile will be free of defects in material and/or workmanship in accordance with the terms of this warranty.

Terms and Conditions

- This limited warranty only covers the carpet tile under normal residential use when Mohawk Home installation and maintenance instructions are followed properly.
- This warranty only applies to inherent defects that were not visible before or during the installation of the flooring. Exclusions
- These limited warranties do not cover damage to the flooring that occurs during shipment or installation.
- Installation of flooring that contains any obvious or visible manufacturing defect are not covered by these limited warranties.
- Color differences resulting from material added to an existing installation at a later date or from non-warranty repairs are excluded from coverage.
- These limited warranties do not apply to carpet tile that has been subjected to abnormal use or conditions or abused in any way, which includes but is not limited to moisture damage from plumbing, storms or flooding; damage from smoke, fire or other casualty events; damage caused by negligence; improper alterations of the original manufactured product; damage from use of the flooring that is unreasonable considering the normal and expected uses of flooring in a residential environment; or damage of mechanical nature.
- Moisture, alkaline, or hydrostatic pressure damage from a sub floor.
- Any application other than owner-occupied indoor and outdoor residential use. Application of product to stair is not covered by these limited warranties.
- A slight off-register that can occur to the nature of cutting.

Mohawk Home 5 Year Limited Fade and Wear Warranty

- Mohawk Home polyester (PET) nonwoven, needle-punch fiber, made from 100% plastic drinking bottles is a denser polymer that prevents stains from setting and is resilient to traffic pattern wear. Colors are solution- dyed throughout the entire fiber for extremely vibrant colors and enduring fade resistance during the duration of the limited warranty period.
- Mohawk Home warrants that when our indoor/ outdoor carpet tiles are installed in residential, office and store front setting, they will not wear more than 10% due to fiber loss under normal use or exhibit ultra violet degradation of the fibers (also referred to as fade) to the carpet tile as a result of sunlight exposure during the duration of the warranty period.

Mohawk Home 5 Year Limited Stain and Soil Warranty

- Mohawk Home warrants that our carpet tile will resist stains from most household food and beverage for five years from the original date of installations, excluding those with strongly colors natural disperse dyes. such as those found in some brands of mustard, herbal tea and red wine. Stain resistant properties may be affected by exposure to very hot substances and this limited warranty excludes any stains that may occur under these conditions, such as hot beverages. Non-food stains are also excluded under the limited warranty, including but not limited to hair dyes, shoe polish, paints, and other material which change or destroy carpet colors such as bleaches, acne medications, drain cleaners, plant food, iodine, vomit, urine of feces other than pet (domestic dog or cat).
- Any carpet may change color due to dry soil accumulation caused by foot traffic. Mohawk Home warrant or carpet tile will not have "noticeable colors change" (as defined below) due to dry soil deposits as a result of foot traffic from normal, indoor and outdoor residential, office and storefront use.
- Noticeable color change is defined as a change greater at 3 using standardizes rating scales (Grey Scales- AATCC Evaluation Procedure 1 or equivalent in the U.S or via Test method 121 in Canada).

- This limited warranty does not cover color changes to grease, mud, asphalt, tar, paints, ink, rust, blood, cement, materials that permanently destroy dyes or alter colors such as bleaches, acne medications, drain cleaners, and pet food, iodine, vomit, urine or feces other than pet (domestic dog or cat). Color changes due to burns, pets, cuts, shading, or pile reversal, furniture depression, or athletic equipment.
- Following Mohawk Home care and cleaning procedures is essential to minimize stains and dry soil color changes.
- This limited warranty does not cover odor.

General Terms And Conditions (for both residential and commercial)

These limited warranties are subject to the following conditions:

- These limited warranties apply only to the person stated as the buyer on the purchase document(s).
- These limited warranties apply only to first-quality product purchases made after the edition date of this document.
- These limited warranties do not apply to flooring that has been re-installed in a second location.
- Damage that occurs during shipment or installation is not covered. The flooring must be maintained in accordance with Mohawk Home's written Care and Maintenance instructions, available from Costco.com.
- Damage resulting from excessively wet maintenance or from using detergents, abrasive cleaners, soaps, waxes or polishes is not covered.
- Damage resulting from the use of rotating beater bars, floor scrubbers, jet mops, steam mops, buffers or similar products is not covered.
- Damage resulting from improper or inadequate maintenance or accidents is not covered, including but not limited to damage caused by impact, gouging or cutting.
- The flooring is designed for normal residential or light commercial use.
- Damage caused by events beyond everyday household use is not covered by these limited warranties, including but not limited to flooding, standing water, leaking pipes, mechanical failures or appliance leaks.
- These limited warranties do not apply to product that has been put to abnormal use or conditions or abused in any way, which includes but is not limited to moisture damage from plumbing, storms, or flooding; damage from smoke, fire or other casualty events; damage caused by negligence; improper alterations of the original manufactured product; damage from use of the flooring that is unreasonable considering the normal and expected uses of a wood floor in a residential environment; or damage of mechanical nature.

Filing A Claim

Our carpet tile is engineered to provide years of durable service. In the unlikely event of a claim, contact mohawkhomecenters_costco@mohawkind.com or call 888-459-9220. To qualify for repair or replacement, the buyer or installer must provide the original dated sales receipt or other documentation to demonstrate proof of purchase. The following terms and conditions will apply.

Visual Defects

- For visual defects, the owner or installer has up to 30 days from the time of installation when a visual defect is identified to file a claim with the retailer.
- Mohawk Home must be informed in writing of visual defects within 30 days. After this time has elapsed, no further complaints will be accepted.

All Other Defects

For all other defects not visible at the time of installation, claims may be made at any time during the stated duration of the warranty.

Replacement or Repairs

At its option, Mohawk Home will repair or replace any defective planks during the specified warranty period.

- Terms of these warranties will be dependent on original date of purchase.
- Upon approval of the warranty claim, Mohawk Home will provide owner or installer with instructions for repairs or replacement. The owner or installer must comply with Mohawk Home instructions within ninety (90) days after the claim is approved, or all rights under the limited warranty will be deemed waived.
- If the product design for which a claim is made is no longer available, Mohawk Home will replace the affected floor materials with another design of equal or greater value at Mohawk Home's discretion.
- If Mohawk Home, in its sole discretion, determines that such repair or replacement is not reasonably achievable, Mohawk Home may choose to refund the purchase price of the affected flooring.
- At its option, Mohawk Home will cover reasonable labor costs for replacement of repairs if the original product was professionally installed.
- The above remedies are the sole and exclusive remedies for claims on all products.
- These limited warranties offer specific legal rights, which may vary from state to state.

Mohawk Home will repair or replace the area of defective product at its option. When replacement of the flooring is made, only new planks from the current product range at the time the complaint is upheld will be supplied. If the product has been discontinued, the closest product(s) will be supplied for the repair of the defective area only. There will be no other form of compensation. Responsibility under this warranty only applies to defects that were not visible before or during the installation of the product. If the product was originally professionally installed, Mohawk Home will cover reasonable labor costs for any defective product.

No Implied Warranties/ Special Damages

ALL IMPLIED WARRANTIES WHICH MAY ARISE BY IMPLICATION OF LAW OR APPLICATION OF COURSE OF DEALING OR USAGE OF TRADE—INCLUDING BUT NOT LIMITED TO IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE—ARE EXPRESSLY EXCLUDED. NO WARRANTIES, EXPRESS, IMPLIED, STATUTORY OR OTHERWISE, EXTEND BEYOND THOSE EXPRESSLY SET FORTH IN THIS WARRANTY BROCHURE, AND ALL SUCH WARRANTIES ARE EXPRESSLY DISCLAIMED. Implied warranties are ones that the law presumes to have been given by the seller even though they are not set out in writing. PLEASE NOTE: Some states do not allow the exclusion or limitation of incidental or consequential damages, or limitations on how long an implied warranty lasts, so the above limitation or exclusion may not apply to you.

MOHAWK HOME SHALL NOT BE LIABLE FOR AND WILL NOT PAY CONSEQUENTIAL, INCIDENTAL OR SPECIAL DAMAGES OF ANY KIND WHATSOEVER UNDER THIS WARRANTY. Some states do not permit exclusion or limitation of incidental or consequential damages, so the exclusion or limitation may not apply to you.

The limited warranty gives you specific legal rights, and you may also have other rights, which vary from state to state. Except for these rights, the remedies provided under these warranties state the entire limit of Mohawk Home responsibilities.

Contact Information

For further information or questions regarding these limited warranties, please contact:

- mohawkhomecenters_costco@mohawkind.com
- 888-459-9220