



## **Landmark Collection– Soft Surface Carpet Warranty**

### **Limited Residential Warranty**

Landmark Collection® soft surface carpets are warranted to the original purchaser to be free from manufacturing defects and to perform as intended in owner-occupied residential environments. This warranty includes the following coverages:

#### **25-Year Stain Resistance**

This warranty ensures that for a period of 25 years from the date of installation, the carpet will resist permanent staining from common household food and beverage spills under normal residential use. Stains that cannot be removed by professional cleaning methods may be covered by repair or replacement, subject to warranty terms.

#### **25-Year Fade Resistance**

Guarantees that the carpet will not experience noticeable color fading from exposure to sunlight or standard indoor lighting for 25 years after installation. This warranty protects against color loss exceeding accepted industry standards as measured by AATCC Gray Scale.

#### **25-Year Pet Stain Resistance**

Covers staining from accidents caused by domestic pets (e.g., dogs and cats), including urine, feces, and vomit, for 25 years after installation. If professional cleaning cannot remove the stain, the affected area may be eligible for replacement under warranty.

#### **25-Year Soil Resistance**

Ensures that the carpet will not exhibit significant discoloration due to dry soil accumulation from normal foot traffic for 25 years. Soil resistance refers to the carpet's ability to minimize visible dirt buildup and maintain appearance when properly cleaned.

#### **25-Year Abrasive Wear Resistance**



Guarantees that the surface pile of the carpet will not wear away more than 10% due to normal residential foot traffic over a 25-year period. “Abrasive wear” refers specifically to the physical loss of carpet fiber, not to matting or crushing. Any product 25 ounces or fewer is not eligible for texture retention warranty.

### **25-Year Texture Retention**

Ensures that the carpet will retain its visible texture (tuft twist and pile shape) under normal use over a 25-year period. This warranty protects against excessive matting or crushing that causes noticeable changes in texture. Any product 25 ounces or fewer is not eligible for texture retention warranty.

### **25-Year Manufacturing Defects**

Covers defects in materials or workmanship that become apparent under normal use within a 25-year period. This includes issues such as delamination, tuft loss, or improper dye application. Does not include visible defects at installation or those caused by improper installation or maintenance.

### **25-Year Antistatic Limited Warranty**

Ensures that the carpet will not generate static electricity above a specific threshold (typically 5 kilovolts) when tested under standard conditions (e.g., AATCC Test Method 134) within a 25-year period. Excessive static can be uncomfortable or harmful to electronics, so this warranty guarantees comfort and performance.

---

## **Installation Requirements**

- Carpet must be installed by a professional using Carpet & Rug Institute (CRI 105) standards, using a suitable pad that meets FHA/HUD requirements.
- Only approved cushion (minimum 5 lb density, 3/8" to 1/2" thickness) may be used.
- Berber styles require an 8 lb cushion.



- Carpet must be conditioned in a climate-controlled area (65°F minimum) before installation.
- Retain a 2' x 3' sample for any future warranty claims.

## Maintenance Requirements

- Vacuum frequently—daily in high-traffic areas, weekly elsewhere.
- Professionally clean using hot water extraction at least once every 18 months.
- Retain cleaning receipts for warranty validation.
- Follow all stain removal and care guidelines provided at purchase.

---

## Pro-Rated Coverage Schedule

### Year Installed Warranty Coverage

1–5	100%
6	90%
7	80%
8	70%
9	60%
10	50%
11	45%
12	40%
13	35%
14	30%
15	20%
16-20	15%
21-25	10%

Replacement or repair under this warranty does not extend the original warranty period.



---

## Warranty Exclusions

This warranty does not cover:

- Damage from flooding, plumbing leaks, smoke, fire, or improper cleaning.
- Odors, shading, footprints, or pile reversal.
- Normal wear, crushing, or matting in high-traffic areas or on stairs.
- Stains from non-food items (e.g. makeup, bleach, ink, tar, mustard, acne medication).
- Installations in rental, multifamily, or commercial properties.

---

## Transferability

This warranty is **not transferable** and applies only to the original purchaser in an owner-occupied home.

---

## Filing a Warranty Claim

To file a claim:

1. Contact your authorized Landmark Collection retailer.
2. Provide a detailed description of the issue.
3. Include proof of purchase and professional cleaning invoices.
4. Submit a 2' x 3' carpet sample if requested.

If the claim is validated, Landmark Collection will, at its discretion, repair or replace the affected area with a comparable product. These warranties apply only to carpet installed in owner-occupied residential space in which the Landmark Collection® carpet was installed by a member's authorized independent installer. No carpet is completely stain-proof; therefore, this warranty excludes stains from: non-food and non-beverage substances and substances which destroy or change the color of carpets such as acne medication, bleach, caustic chemicals, insecticides, plants, plant food, iodine, very



strong dyes, acids, feces, urine, vomit, etc. Replacement carpet is pro-rated based on the number of years it has been installed and the pro-rated coverage schedule.

All warranties are defined as described by the manufacturers' definition of stain resistance, fade resistance, pet stain resistance, soil resistance, abrasive wear resistance, texture retention, manufacturing defects, antistatic limited warranties. This warranty excludes any carpet which has been treated after installation with any silicone-based anti-soil treatments; any carpet in any nonresidential use; any carpet subjected to abnormal abuse or abusive conditions; and damage due to the application of improper cleaning agents. Failure to follow recommended carpet care and cleaning instructions as recommended by the manufacturer may result in damage to your carpet that will not be covered by your warranty.