

**Tandus Centiva Limited Performance Warranty for Carpets  
with Super-Lok® Backing**

Backing	Installation Method	Warranty Coverage	Warranty Duration
Super-Lok®	Direct Glue-Down  Direct Glue-Down over Cushion ("Double Stick")  Stretch-In Over Cushion ("Conventional")	Defects in workmanship, materials and construction Delamination and edge ravel Loss of more than 10% of surface face fiber	1 year from date of invoice 10 years from date of invoice 10 years from date of invoice

The information herein explains the terms and conditions of the limited performance warranty which Tandus Centiva extends to initial purchasers and first end users.

**Products Covered**

Tandus Centiva will extend a limited performance warranty on all products which are first quality and have been properly installed in accordance with Tandus Centiva's published guidelines, and those of the most recentCRI-104 "Standard for Installation of Commercial Carpet," and maintained in indoor commercial installations, and providing that these and the following specific conditions herein have been met.

**Who is Covered**

Only First Purchasers and First End Users of Tandus Centiva products qualify for this limited warranty. It cannot be transferred to subsequent owners.

**What is Covered**

The coverage and duration of this limited warranty are specific and differ accordingly to the backing type and the installation method, as indicated in the schedule above.

**Adhesive and Seam Sealer:** In order to maintain applicable limited warranty validation for direct-glue and double stick installations, Tandus Centiva Greenbond™ B-19 Broadloom Adhesive System must be used to adhere the product directly to the correctly prepared substrate. Additionally, for all types of installations, all seams and unfinished edges must be sealed utilizing Tandus Centiva C-XL Seam Sealer. The use of Tandus Centiva Broadloom Adhesive System for direct-glue and double stick installations, and Tandus Centiva Broadloom Seam Sealer for all types of installations, is required in order to maintain applicable limited warranty validation.

**Obligations of First Purchaser and/or First End User**

Both the First Purchaser and/or First End User must comply in a timely manner with any reasonable requests from Tandus Centiva to confirm that products have been handled and installed as required to meet the terms and conditions of this warranty.

**Warranty Remedies**

If a qualifying Tandus Centiva product fails to perform as warranted, Tandus Centiva may, at its sole discretion, choose any one, or combination of, the following remedies:

1. Repair the affected area(s) at no charge.
2. Replace the affected area with product(s) of comparable color and quality.
3. Issue a full or prorated refund based on the original invoice or that portion of original invoice from Tandus Centiva, applicable to the affected area(s).

If Tandus Centiva elects to issue a refund for a claim honored after five years from the date of the original sales invoice, Tandus Centiva will issue a prorated refund based on the original invoice of the First Purchaser, not to exceed the following:

6 <sup>th</sup> Year – 50%	8 <sup>th</sup> Year – 30%	10 <sup>th</sup> Year – 10%
7 <sup>th</sup> Year – 40%	9 <sup>th</sup> Year – 20%	

**Labor Charges for Repair or Replacement**

If Tandus Centiva elects to replace product under this warranty, Tandus Centiva will pay for reasonable labor and handling charges<sup>1</sup> associated with the repair or replacement of defective product in the affected area(s), provided that such a claim is registered within 10 years from the date of the original sales invoice.

### Furniture Removal for Repair or Replacement

Tandus Centiva will not be responsible for costs incurred for furniture, equipment, or fixture removal, nor any other costs associated with clearing or reordering of the affected area(s) in conjunction with the repair or replacement of defective product.

### Exclusions from the Warranty

- ❖ Damage caused by negligent or improper storage, handling or transportation.
- ❖ Failure to comply with CRI-104 and Tandus Centiva's installation, adhesive and floor preparation guidelines applicable to the specific type and pattern of product purchased.  
Special Note: All seams must be sealed with approved seam sealer, or no claim for edge ravel or delamination will be considered.
- ❖ Damage or deterioration caused by improper site conditions which have not been adequately corrected per CRI-104 recommendations.
- ❖ Normal tolerances that may cause products to vary slightly from approved samples.
- ❖ Inherent characteristics of carpet products which may affect product appearance, but do not affect performance, including, but not limited to, multiple dye lots, textural variations, side matching, roll marks, shedding, matting and crushing, highlighting and shading, watermarking or pooling, sprouting and tuft loss, ridging and rowing.
- ❖ Product installed with visible defects.
- ❖ Product installed without verifying proper color and style by the owner, occupant or designer.
- ❖ Failure to obtain pattern match.
- ❖ Tears, burns, cuts, pulls, or other damage, stain, loss of color or appearance caused either by abuse or inadequate or improper maintenance.
- ❖ Product that has been cleaned with the spin-bonnet rotary brush method.
- ❖ Edge ravel where carpet abuts an uncarpeted area without molding or other protection.
- ❖ Product exposed to extreme indoor environmental conditions including, but not limited to laundry, toilet and wet areas, floods, direct sunlight and continuous and unprotected tracking of dirt and soil.
- ❖ Incidental damage caused by other trades, resulting from inadequate protection during construction or renovation.
- ❖ New Carpet Protection-the use of Plastic carpet protection products for post installation is not recommended. Tandus Centiva recommends non-staining building material paper and/or Masonite. Tandus Centiva absolves itself of any responsibility for damages or cost incurred by usage of post installation plastic protection products.
- ❖ Product installed on stairs, risers or nosing.

### Use of Chair Pads

Tandus Centiva requires the use of pads under caster chairs to minimize matting, crushing (non-warranted appearance conditions) and to prevent premature delamination.

### Limitations of Warranty

The foregoing is the complete warranty for Tandus Centiva products and supersedes all other warranties and representation, whether written or oral. Except as expressly set forth above, no other warranties are made with respect to Tandus Centiva products and Tandus Centiva expressly disclaims all warranties not stated herein, implied or expressed, including without limitation, any warranty of merchantability or fitness of its products for any particular purpose.

The obligation of Tandus Centiva under this limited warranty is limited solely to the repair, replacement and/or remuneration of purchase price of defective product, in part or whole based on original invoice amount to initial purchaser. In no event will Tandus Centiva be liable to the purchaser, or to any user of Tandus Centiva products, for any damages, expenses, lost revenues, lost savings, lost profits, or any other incidental or consequential damages arising from the purchase, use or inability to use Tandus Centiva products, even if Tandus Centiva has been advised of the possibility of such damages.

<sup>1</sup>Reasonable labor and handling charges include standard and accepted local labor and materials handling charges. It shall not include overtime, storage, or any extraordinary cost of materials handling, including those covered under the term "the lift system," cranes, hoists or other such equipment.