

# WARRANTY

## The Beaulieu Commercial 10-Year Stain Removal Limited Guarantee For Approved Products

Beaulieu Commercial guarantees that, for ten years from the date of original purchase, that all Bolyu carpets, made exclusively with 100% Solution Dyed nylon yarn will resist permanent stains caused by spills of all substances. This is subject to the following limitations: The guarantee excludes carpets, which have additional color, added using conventional dye methods. Excludes general soiling, discoloration, and exposure to substances or contaminants, which degrade or destroy nylon yarn or the color of the carpet. Also this guarantee specifically excludes carpet which has been surface treated with material not recommended or approved by Beaulieu Commercial, or which has been subjected to abnormal use or conditions or to cleaning agents or maintenance methods not recommended or approved by Beaulieu Commercial.

In order to make a claim under this guarantee, the owner must have attempted to remove the stain within three working days after occurrence of the spill, USING ONLY THOSE CLEANING AGENTS AND PROCEDURES RECOMMENDED BY BEAULIEU COMMERCIAL, and must notify Beaulieu Commercial immediately if stain removal is not successful. For approved cleaning agents and removal procedures, and conditions of this guarantee, refer to Beaulieu Commercial Maintenance brochure attached to and made part of this guarantee. If additional information or assistance is required, or in order to notify Beaulieu Commercial of an unsuccessful attempt to remove a stain, call 1-800-909-3317. Claims under this agreement must be submitted in writing to Beaulieu Commercial, P.O. Box 1447, Chatsworth, GA 30705. Fax – 706-517-2312.

In addition, the owner must furnish to Beaulieu Commercial the ORIGINAL PROOF OF PURCHASE and non-returnable samples of the carpet for testing, and must permit a Beaulieu Commercial Representative access to the installed carpet in order to attempt to remove the stain. If, under testing and analyses performed by Beaulieu Commercial, and subject to other limitations set forth herein, the tested carpet or the cleaned area is found to have a rating of less than 4 under the AATCC Gray Scale for Evaluating Change in Color, Beaulieu Commercial will pay for the attempted removal of the stain by the Beaulieu Commercial Representative, and replace the original carpet in the affected area, up to 100 times the size of the stain, free of charge,

including installation. No charges for floor preparation or the movement or replacement of equipment, furnishings, partitions, etc. will be allowed. At Beaulieu Commercial's option, it will refund to the owner the original purchase price of the carpet in the affected area, up to 100 times the size of the stain. If the stain is removed as guaranteed, all stain removal costs will be the responsibility of the owner.

THIS GUARANTEE STATES THE ENTIRE LIABILITY OF BEAULIEU COMMERCIAL WITH RESPECT TO THE PRODUCT GUARANTEED, EXCEPT FOR ANY GUARANTEES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR USE, WHICH ARE HEREBY LIMITED TO THE DURATION OF THIS EXPRESS GUARANTEE. IN PARTICULAR, THIS GUARANTEE DOES NOT COVER INCIDENTAL OR CONSEQUENTIAL DAMAGES OF ANY KIND, NATURE OR DESCRIPTION, WHICH MAYBE CLAIMED AS A RESULT OF CARPET FAILURE OR CARPET REPLACEMENT. (Note: Some states prohibit limitations on the implied guarantees, as well as exclusion or limitation of incidental or consequential damages, so the above limitations may not apply to you. This guarantee gives you specific legal rights, and you may also have other rights, which may vary, from state to state.)

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## Bolyu Stain Removal Warranty Service

By calling the Beaulieu Commercial service number 1-800-909-3317, end-users can get immediate assistance with specific carpet stain-removal procedures or in making claims. Every caller using the 800 number is connected to a full-time carpet cleaning and claims administration service, ensuring that the customer receives quick and thorough solutions. To make a claim:

- If a stain can not be removed within three working days after the occurrence of the spill using the procedures outlined in the Beaulieu Commercial Maintenance Brochure, immediately call the service number 1-800-909-3317 and they will give you additional, specific recommendations
- If the stain remains after trying the procedures recommended, the end user should call back for further assistance. You will be asked to provide a copy of the sales receipt, a 12'' x 12'' non-returnable unused (new) carpet sample and warranty registration card. A special stain removal packet will be sent to the end-user after verification of warranty registration.
- If the stain remains, we will send in a professional cleaning service. If the stain is removed using the original procedures recommended the end user is responsible for the cleaning costs. If any additional special procedures are necessary, we will pay for the cleaning.
- If the stain can not be removed, we will replace the carpet or refund the original purchase price of the carpet in the affected area.
- Replacement cost includes cost of new carpet, take-up and re-installation.
- The end user and a Beaulieu Commercial representative will negotiate the exact area of the affected carpet. Beaulieu Commercial reserves the right to limit the replacement area to 100 times the size of the stain.

### **WARRANTY REGISTRATION**

Mail to: Beaulieu Commercial; P.O. Box 1447; Chatsworth, GA 30705; Fax – 706-517-2312

<b>Name</b>		
<b>Firm</b>		
<b>Address</b>		
<b>City</b>	<b>State</b>	<b>Zip Code</b>
<b>Telephone/Telex</b>		
<b>Carpet Pattern # and Color #</b>		
<b>Location of Installation</b>		
<b>Date of Installation</b>		
<b>Size of Installation (square yards)</b>		

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