

## **CARPET CARE**

1. Vacuum frequently—minimum of two times per week.
2. Clean spills promptly. Immediately scoop up as much of the spill as possible. Then blot, do not rub, area with a white cloth and warm water. Always work from outer edge of stain or spill toward center to avoid spreading.
3. Professional cleaning once every 18 months is required for coverage of limited warranties. Carpet cleaning technician uses a hot water extraction cleaning method. The Home Depot recommends professional cleaning once every 12 months to keep your carpet looking its best.

## **Lifetime Limited Stain and Soil Warranty**

During the applicable warranty period, if the surface pile of your carpet becomes stained and the stain cannot be removed using procedures recommended in the [3M Scotchgard Care brochure](#), a The Home Depot Associate will coordinate service for qualified stains (subject to limitations listed). This warranty also covers noticeable color change in surface pile of carpet due to the accumulation of dry soil as a result of foot traffic from normal, indoor household use which cannot be corrected. Noticeable color change is defined as a change less than 3 using standardized rating scales (AATCC Evaluation Procedure 1 Grey Scale for color). If covered stains or soil discoloration cannot be removed, The Home Depot will coordinate replacement for the affected area only with identical carpet, or carpet of comparable value. Stain and soil warranty service is limited to stains caused by most common foods, beverages, and color changes due to deposits of dry soil as a result of foot traffic from normal, indoor household use, which cannot be corrected. No carpet is fully stain proof. Therefore, neither The Home Depot nor its carpet manufacturers extend warranty coverage to any of the substances or causes of damage identified below:

- Non-food and non-beverage substances, including but not limited to, cosmetics, bleaches, inks, etc.
- Foods and beverages that contain strongly colored natural dyes as found in but not limited to, mustard, coffee, herbal tea, curry powder, turmeric, etc.
- Substances that destroy or change color of carpets, including but not limited to, stains caused by dyes, bleaches, acne medications, drain cleaners, plant foods, etc.
- Pet or human stains such as vomit, blood, urine, feces, etc.
- Foot traffic deposits from grease, asphalt, tar, soot, cement, appearance or color changes on stairs or damage due to burns, tears, cuts, pulls, shading or pile reversal, furniture depressions or damage done by athletic equipment.

## **25-year Limited Wear Warranty**

During the applicable warranty period, your The Home Depot carpet will not incur fiber loss from abrasive wear by more than 10% in any area. "Fiber loss from abrasive wear" is defined as actual loss of fiber, due to abrasion, from the surface pile of the carpet and does not include damages caused by, or resulting in, tears, pulls, cuts, pilling, shedding, burns, pets, fuzzing, matting, crushing, pile reversal, fading, improper cleaning, improper installation, or defective construction. Damage caused by improper cleaning methods and materials is also excluded. Fiber loss is determined by comparison to non-traffic areas. If your carpet is determined to have lost 10% or more of its fiber due to abrasive wear, The Home Depot will coordinate replacement of the affected area only (area extending to the nearest wall, doorway, or entrance) with carpet of comparable value. Carpets installed outdoors, on stairs, in bathrooms, kitchens, or in areas subject to other than normal foot traffic are not covered by this warranty. Face Weight is the number of ounces of fiber in a square yard of carpet. Face weight is measured as tufted pile yarn weight according to the ASTM (American Society for Testing Materials) method D-418. Due to several processes involved in manufacturing, such as shearing, the actual finished face weight may reflect a variance of up to 7%. The weight is determined, compensating for the factor of commercial moisture regain, as defined in ASTM D-1909. The ASTM measurements are accepted industry norms and the most accurate means of determining face weight.

## **25-year Limited Texture Retention Warranty**

During the applicable period of your warranty, the surface pile of your The Home Depot carpet, when installed over The Home Depot recommended carpet cushion, and under ordinary foot traffic, will retain its texture without tufts losing twist, bursting, blooming, or opening. Texture retention is the ability of carpet tufts to retain their visible shape, and not burst, bloom, open, or lose twist, and is measured by using an international standardized rating scale ranging from 5 (new or no change) to 1.0 (severe change). If your The Home Depot carpet fails to maintain a texture retention rating of at least 3.0 for the specified warranty period, The Home Depot will coordinate replacement with a carpet of comparable value for the affected area only (area extending to the nearest wall, doorway, or entrance). Carpets installed outdoors, on stairs, in bathrooms, kitchens, or in areas subject to other than normal foot traffic, under athletic equipment, or depressions caused by furniture are not covered by this warranty.

## **Limited Extended Warranties General Terms and Conditions**

All limited warranties only apply to carpet purchased from The Home Depot and installed in owner occupied residences where no commercial activity, including rental or day care, takes place. These warranties exclude carpet which has been put in commercial use, abnormal use or conditions, any type of abuse, vandalism, or damage by smoke, fire, storm, flood, hurricane, wind, lightning or any natural disaster. Any repair or replacement under these limited warranties will be coordinated by The Home Depot and will be limited to the affected area only and adjacent areas extending to the nearest wall, doorway, or entrance. To qualify for warranty coverage, all carpet purchased from The Home Depot must be installed over carpet cushion which meets the HUD UM 729, Class 2 standards. These HUD standards set minimum standards for carpet cushion for density (lb./ft.), thickness (in.), weight (oz. sq. yd.), and other physical characteristics which determine performance. These limited warranties are conditioned upon your compliance of recommended carpet care and cleaning procedures and are voided if not followed.