

CROSSLEY AXMINSTER

Crossley Axminster Warranty - Hand Tufted Rugs

Crossley Axminster, Inc. (the Company) herein expressly outlines the terms and conditions of its limited warranty on Hand Tufted Rugs and wall to wall installation of Hand Tufted product. The Company warrants to the original purchaser that supplied products will be free from material or manufacturing defects for a period of two (2) years from the date of proper professional installation by a company-approved installer, utilizing Crossley Axminster's recommended installation guideline procedures and materials. Should the carpet supplied be found to have manufacturing defects during the two (2) year warranty period, the **affected areas only** will be repaired or replaced by the Company. In the case of replacement of goods at the Company's expense, a pro rata yearly usage charge of 20% of the original purchase price of the affected areas will be applied. The Company will not be responsible for labor costs involved in the replacement.

This warranty covers only rugs or carpets that have been correctly stored, installed indoors, properly maintained, subjected to normal usage, and specifically **excludes** any and all claimed damage resulting from the following conditions: pooling, shading, watermarking, pile reversal; shedding, pilling; dye-lot variations; bubbles, ripples, adhesive-to-pad failure; pattern mismatch during installation; matting, pile-crush; stains, burns, soiling; fading or discoloration due to sunlight, chemicals, UV light; unprotected stair edges; flooding or other excessive or prolonged saturation with water or chemicals; shipping damage; improper installation, usage, or maintenance; excessive pile wear, tuft loss, sprouting or damage due to equipment, usage, or conditions not normally expected or encountered.

Sprouting in loop pile carpet whether Hand Tufted or Hand Crafted Axminster can be expected, especially with loops standing above the base pile height. These are susceptible to potential snags from rolling bags, luggage carts, housekeeping carts, high-heels, furniture legs, etc. The resulting sprouts are not manufacturing defects, and should be snipped off as they occur. Do not pull them out.

Chair pads are required under chairs with rollers. Note that moving chairs without rollers can damage the face yarn and cause unsightly accelerated wear and sprouting. Crossley Axminster is not responsible for any damage caused by moving chairs on Hand Tufted product.

Please note that this warranty against manufacturing defects, will be void if installation, storage, maintenance, or usage are found to not be in accordance with Company recommendations. Please be sure to use only experienced, highly qualified, approved installation companies, request them to adhere to Company-recommended procedures, and to be careful to ensure that carpet maintenance is performed on the correct schedule, with the proper equipment, and with **only** cleaning products and chemicals certified by the WoolSafe Organization as being safe and effective for wool carpets: www.wool-safe.org/usa

Information on Crossley Axminster installation and maintenance procedures and recommendations may be found at: www.crossleyax.com